



Advanced Mobile Admin Portal

Installation, Configuration & User Guide

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Document History

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Introduction

Welcome to the 1.8.3.7 version of the **Advanced Mobile Admin Portal Installation, Configuration & User Guide**. This document will lead you through the process of installing the Advanced Mobile Admin Portal including:

- Installation Requirements
- Downloading Installation Packages
- Installing the Installation & Config Utility
- Installing the EAM Admin Portal and Supporting Database(s)
- Running the DataSpys
- Licensing Modules
- Configuring the Portal for Basic Use
- Configuring the Modules
- Installation Troubleshooting

In all cases, if you run into difficulties or system errors that you are unable to resolve on your own, please contact Infor or Blue Dot Solutions Support.

Typographical Conventions

Bold type represents on-screen items. For example:

Click the **Build Report** tab.

`Courier` font indicates text to be typed exactly as shown. For example:

Run the following script: `upg550.sql`

Italic type indicates emphasis or variables. For example:

To restrict the row to the product category, type 1100,[*CATEGORY*]

NOTE: *In the above example, CATEGORY is a variable.*

Cascaded menu items are **Bold and separated by arrows (>)**. For example:

Select File > Save

Contacting Blue Dot Solutions

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<http://www.bluedotsolutions.com>

Advanced Mobile Installation Requirements

This document will guide you through all the installation and configuration of the Advanced Mobile Admin Portal, Database & Windows Service. All three components must be installed properly for the system to work.

Preferred Hardware Configuration

Please refer to the appropriate version of **AM for EAM Hardware and Software Specs** for information on system requirements and setup. The versions listed in this document will match up with the version in that document.

System Requirements

The Advanced Mobile for EAM platform requires the following Operating System, web server and database components:

- Windows Server 2008 (including R2 & 64 bit)
- Microsoft SQL Server 2005 SP2 or higher (including SQL Server 2008 R2 64 bit)
- .NET 3.5 with Service Pack 1 or higher
- IIS 6.0 or IIS 7.0
(7.0 is used in this documentation)
- NOTE: In order for the EAM Checklist functionality to work within the AM platform, the EAM system must be at version 10.1.2

NOTE: While the Infor platform runs on both Oracle and SQL Server, Advanced Mobile is SQL Server specific

Installation and configuration guides for other components can be acquired through your Blue Dot Solutions Sales or Service Representative. However, installation and configuration of any Advanced Mobile Server or its supporting components should only be undertaken by a certified Blue Dot Technician.

Installation Requirements

Infor Components

- Infor EAM environment and connector URL
(This is the EAM Application Server - usually installed by Infor personnel)
- Infor Connector License(s)

User Permissions

It is ***absolutely vital*** that the user performing the installation of the EAM Server, its supporting database server and the Windows Services have all requisite permissions at all levels (generally Admin access).

EAM Server Installation User Permissions

The user installing the files must, at the very least, be an administrator on the servers where the EAM Server and EAM Database are being installed.

It is preferred that installation be performed by a Domain Administrator account, particularly in cases where multiple servers (App Server + DB Server) are being utilized.

Database Installation User Permissions

The database installation process allows for either a Domain user account or Database user account to be specified for the database installation and setup. The user running the installation must have both of the following permissions on the database server in order to complete the setup properly:

- **PUBLIC**
- **SYSADMIN**

The installation process will then create the appropriate users and databases necessary for the system to run.

Windows Service User Installation Permissions

In order for the installation and configuration of the Windows Service Utility that is part of the EAM Server, the user installing the service must have Administrative permissions on the box where the service is being installed.

If the installation is taking place across one or more networks, then the user must either be a Domain Admin, or a trust must exist between the destination server and the server where the installation is running.

Getting the Installation Packages

The customer is sent an **eDelivery** email containing a link to access their software download packages and license keys.

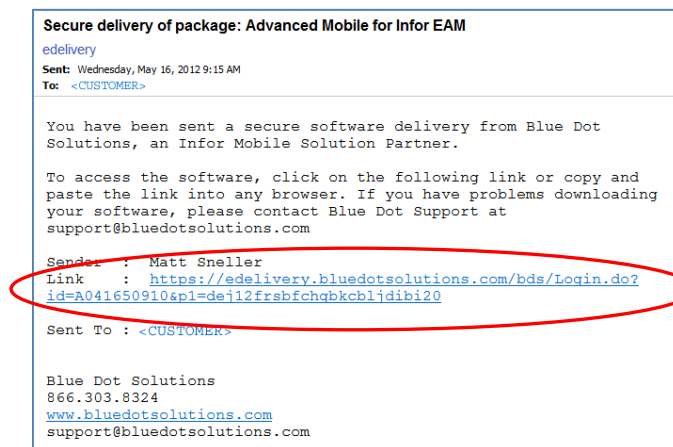
Blue Dot Technicians responsible for installing the software must contact the Blue Dot support team to gain access to the software and licenses. The following steps apply to Blue Dot Technicians and Channel Partners *only*.

☞ Once you are ready to begin installing the software for your customer, send an email request to support@bluedotsolutions.com

☞ Include the following information:

- Your Name
- Customer Name
- Your Contact Information including email address and phone number(s)
- What your needs are (i.e. license keys and installation packages)

☞ Shortly thereafter, you will receive the following email



eDelivery Email

☞ Click the link

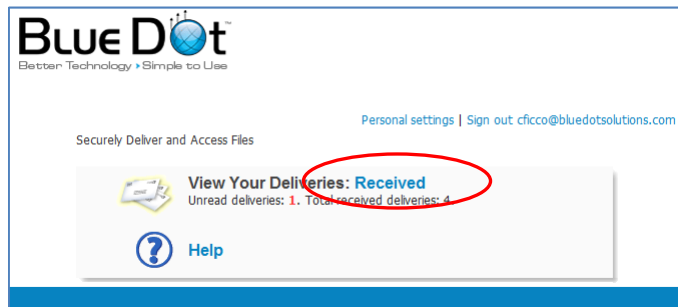
☞ Enter your credentials at the **Login Screen**



Blue Dot Software Fulfillment Website Login

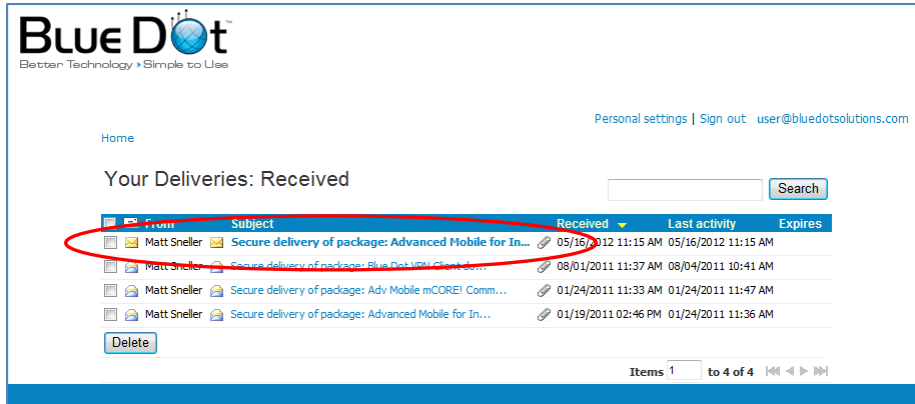
NOTE: If you don't yet have an account with Blue Dot's **eDelivery** platform, go through the steps of **Registering** (not documented here)

☞ Click the **Received** link



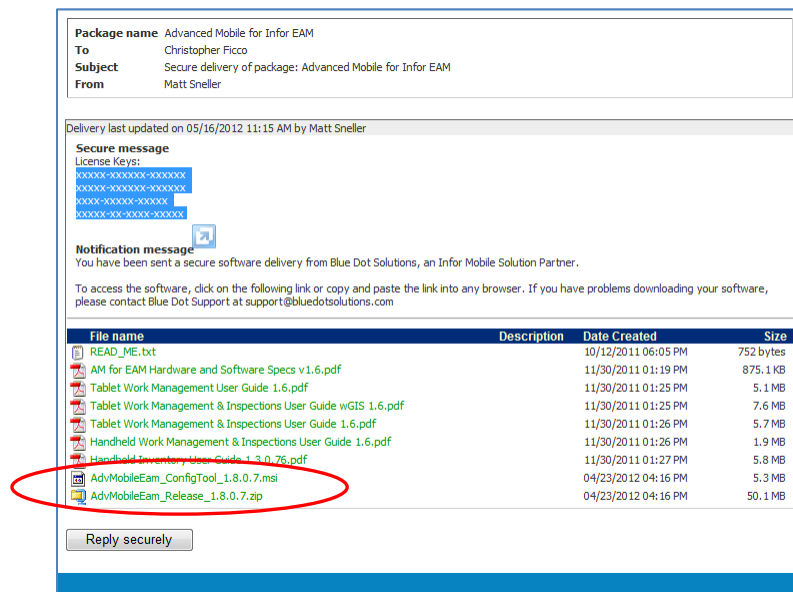
View the Delivery Email

Select the appropriate **eDelivery** package



View the Delivery Package

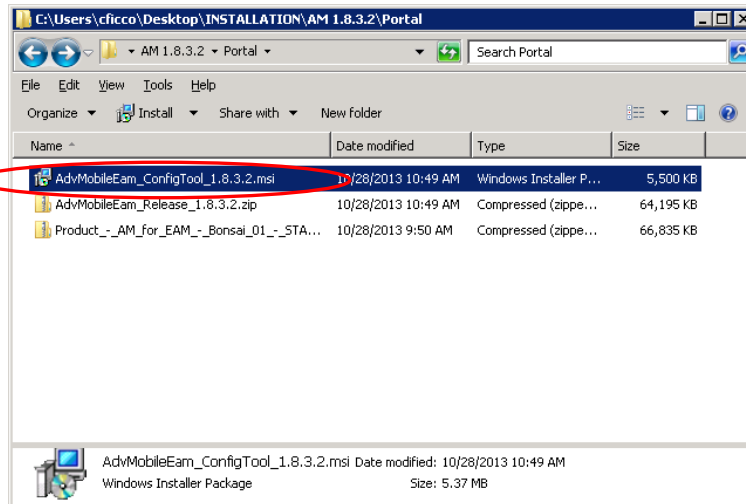
Download the **AdvMobileEam_ConfigTool_{version}.MSI**, the **AdvMobileEAM_Release_{version}.ZIP** files and any relevant documentation to a standard download location to be used for this and all future AM Installations



Accessing the Installation Package

NOTE: Make note of this path and download future versions here

- Navigate to the download location and execute the appropriate **AdvMobileEam_ConfigTool_{version}.MSI** to begin the installation process



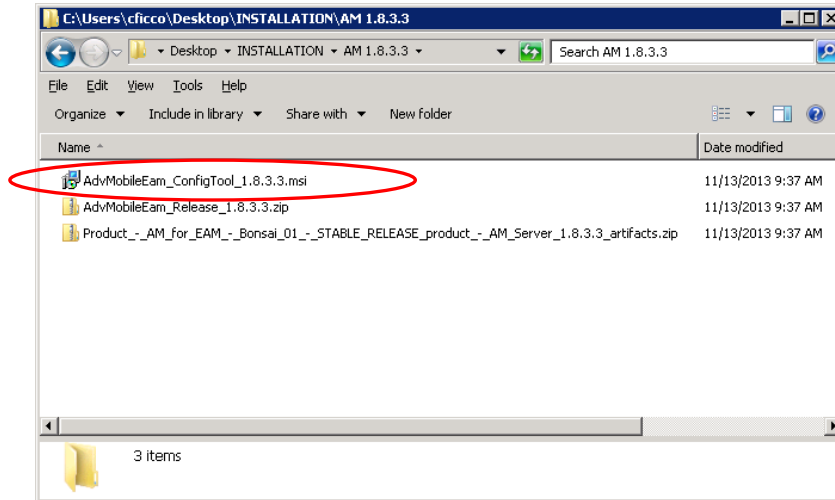
AM Config Tool Installation Source Files

- Install the software per this guide (see **Running the AM Server Install & Config Utility** on page 15)

NOTE: You will apply the license keys later per this guide (see **Installing License Keys** on page 71)

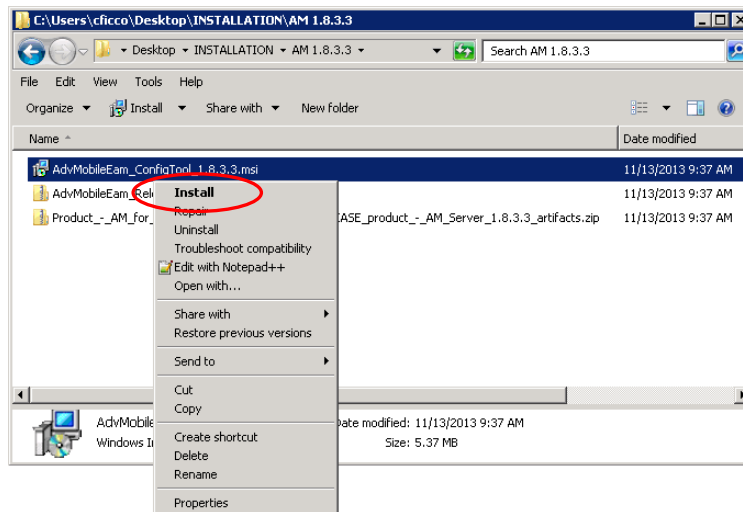
Running the AM Server Install & Config Utility

- Navigate to the download location and execute the appropriate **AdvMobileEam_ConfigTool_{version}.MSI** to begin the installation process



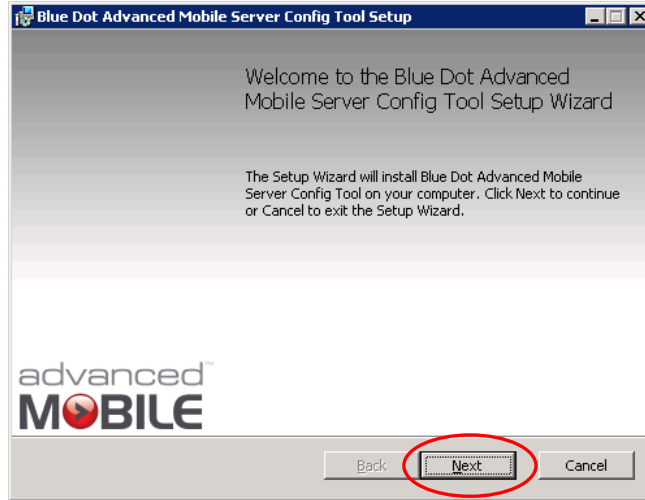
AM Server Installation Source Files

- Right-click the **MSI** installation package and select **Install**



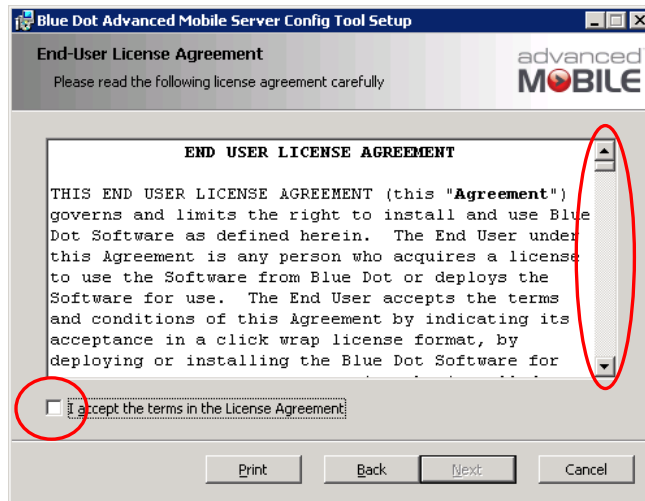
MSI Install Command

☞ When the MSI starts up click **Next**



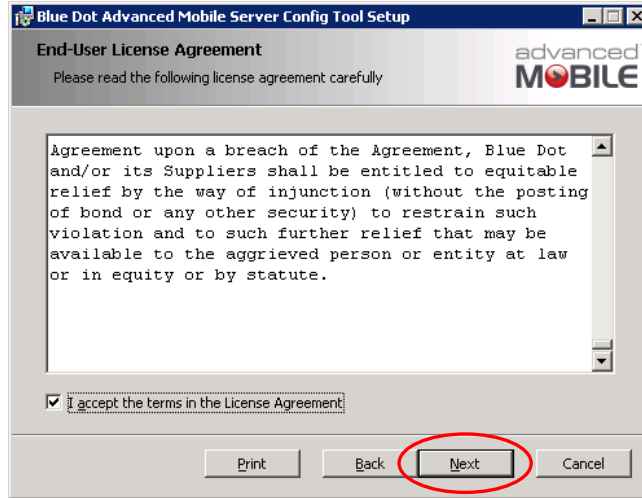
Config Tool Installation Startup

☞ Review the License agreement and check the “I accept” checkbox



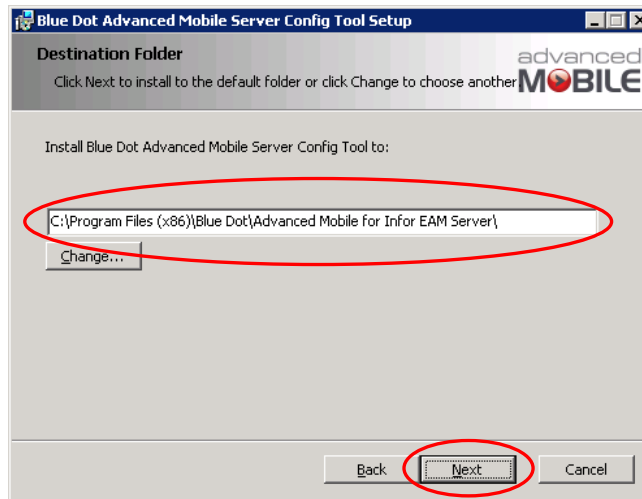
Config Tool Installation Startup

☞ Click **Next**



Accept License Terms

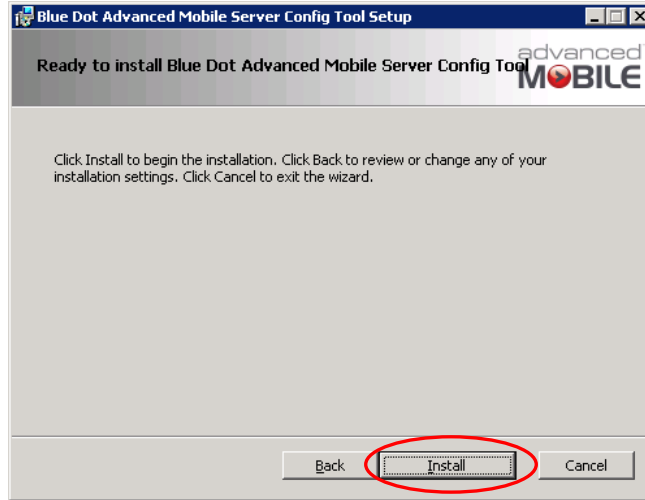
☞ Accept or alter the **Destination Folder** and click **Next**



Specify Installation Location

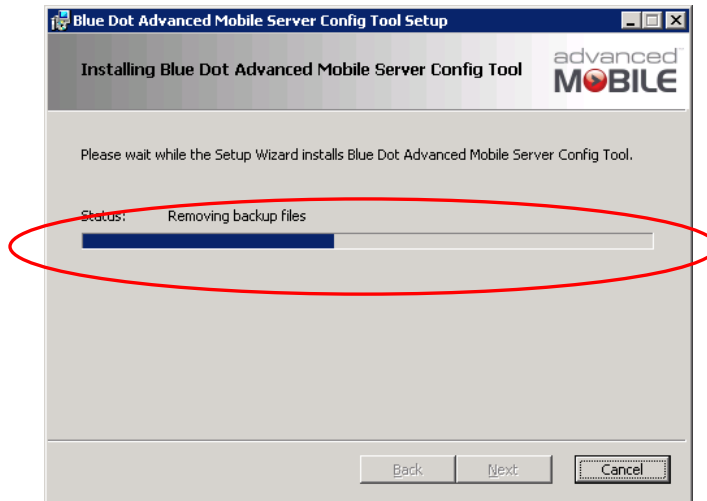
NOTE: Make note of this path for future reference

☞ Click the **Install** Button



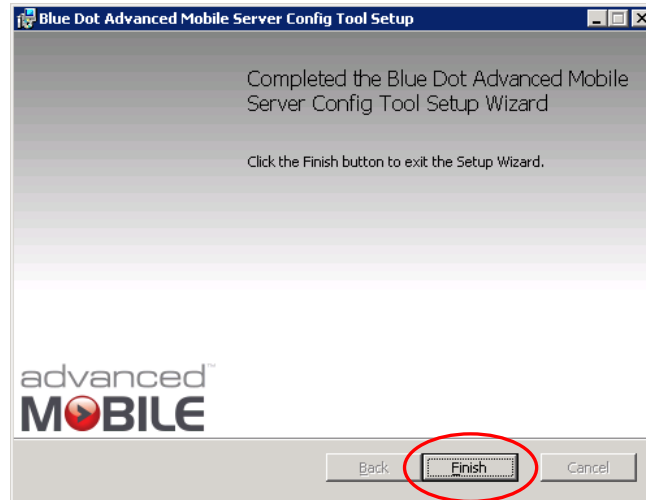
Begin Installation

☞ Wait for the installation process to complete



Installation Process

- ☞ When the installation is complete, click the **Finish** button



Installation Complete

- ☞ Proceed with **Advanced Mobile Server Config Utility** on page **27**

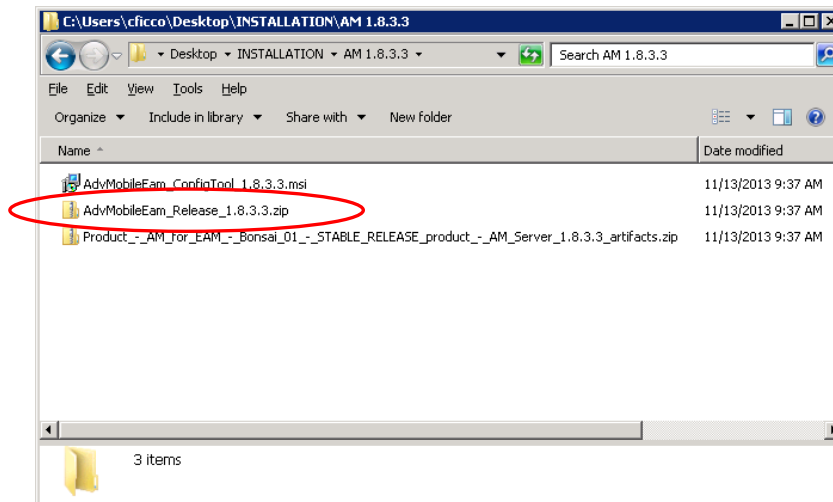
Implementing the EAM Oracle or SQL Grid Scripts

- ☞ Identify the server Platform (**SQL** or **Oracle**) and **AM Server** version of the installation (i.e. 8.3, 8.4, 8.5, 10.1)
- ☞ Determine if you are installing the Work Order Management (WOM) module or Inventory module or both

Getting the DB Script Packages

- ☞ Navigate to the download location of your Admin Portal software and open

`AdvMobileEam Release {version}.zip`

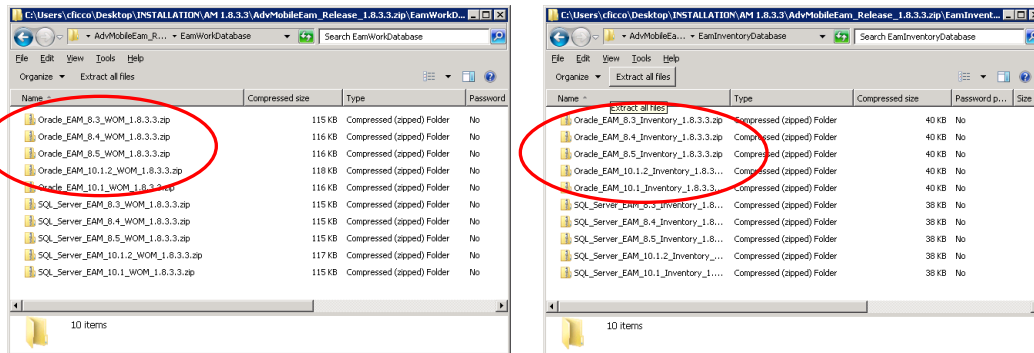


AM Server Installation Source Files

- ☞ Within the ZIP file, navigate to
 - Work Order Management:
 - `{ZIP FILE}\EamMWorkDatabase`
 - Inventory:
 - `{ZIP FILE}\EamInventoryDatabase`
- ☞ Proceed with either the **Oracle-Specific Grid Scripts** section or the **SQL Server Specific Grid Scripts** section below

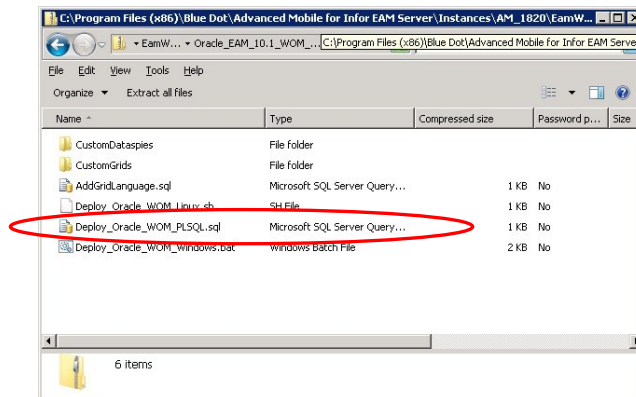
Oracle-Specific Grid Scripts

- Select the appropriate Oracle ZIP file based on the **Database Platform, EAM Server** version and **WOM** or **Inventory** version of the targeted Infor system



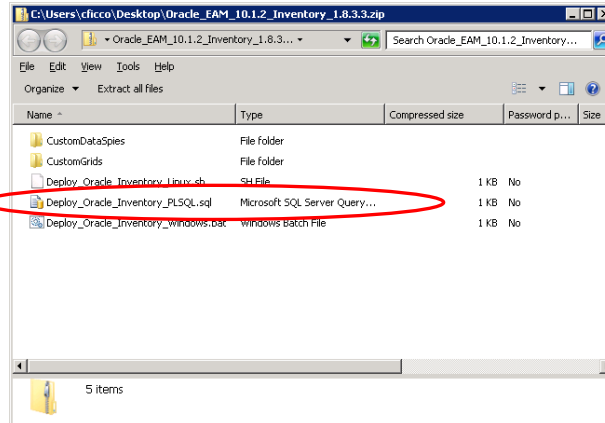
Work Management Grid Script ZIP Files

- Copy the appropriate WOM and Inventory ZIP files (for your EAM version) to the target Infor EAM Database Server
- Extract the contents of both ZIP files
- Open the extracted folder
- Run the **Deploy_Oracle_WOM_PLSQL.sql** against your Oracle Infor EAM Database



Deploy_Oracle_Inventory_Windows.bat

- ☞ Run the **Deploy_Oracle_Inventory_PLSQL.sql** against your Oracle Infor EAM Database



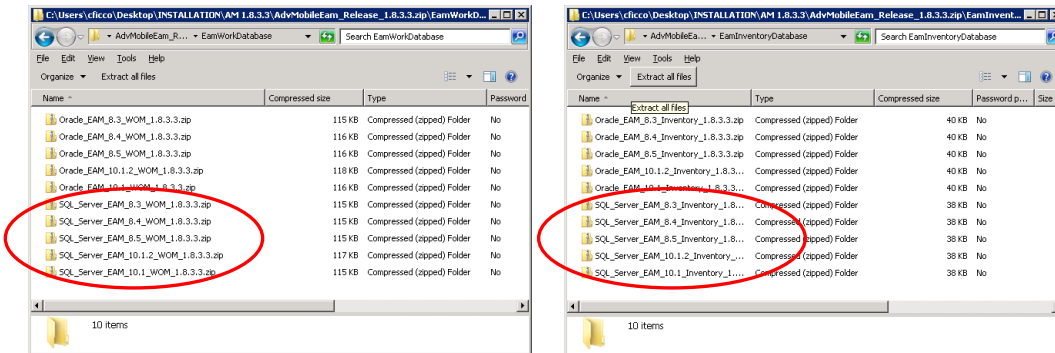
Deploy_Oracle_Inventory_Windows.bat

Oracle Parameters (OPTIONAL and for use with the BAT file)

- ☞ Open the **Deploy_Oracle_WOM_Windows.bat** and **Deploy_Oracle_Inventory_Windows.bat** files in **SQLPLUS**
- ☞ Update the following parameters within the appropriate BAT file:
 - **sqlplusexe**
The path to the SQLPLUS.EXE file on the machine
Default is:
`c:\Oracle\Product\Db10g\BIN\sqlplus.exe`
 - **dbusername**
Administrative user on both the machine and database
 - **dbpassword**
Password for the Administrative user being used for DB installation
 - **dbhost**
Machine name where the database is being installed
 - **languagecode**
The language of the users that will be using the Portal (*refer to your database documentation for appropriate values*)
- ☞ Save and run the **Deploy_Oracle_WOM_Windows.bat** or **Deploy_Oracle_Inventory_Windows.bat** file

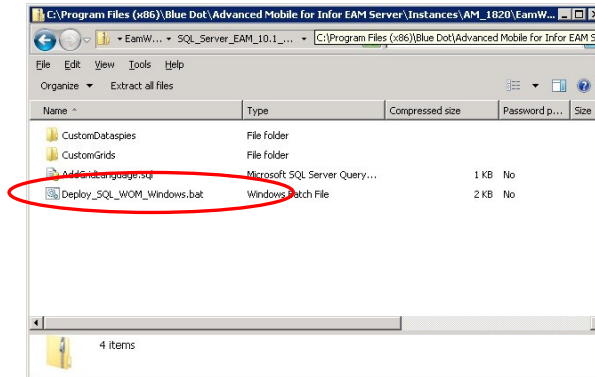
SQL Server Specific Grid Scripts

- Select the appropriate SQL ZIP file based on the **Database Platform, EAM Server** version and **WOM** or **Inventory** version of the targeted Infor system



Inventory Grid Script ZIP Files

- Copy the appropriate WOM and Inventory ZIP files (for your EAM version) to the target Infor EAM Database Server
- Extract the contents ZIP file to the target Infor EAM Database Server
- Open the extracted folder
- Open the **Deploy_SQL_WOM_Windows.bat** or **Deploy_SQL_Inventory_Windows.bat** file in in SQLPLUS



Deploy_SQL_Inventory_Windows.bat

SQL Parameters (OPTIONAL and for use with the BAT file)

- Update the following parameters within the appropriate BAT file:

- **sqlcmdexe**
The path to the SQLCMD.EXE file on the machine
Default is:
`C:\Program Files\Microsoft SQL Server\90\Tools\Binn\SQLCMD.EXE`
 - **dbname**
Administrative user on both the machine and database
 - **server**
Password for the Administrative user being used for DB installation
 - **languagecode**
The language of the users that will be using the Portal (*refer to your database documentation for appropriate values*)
- ☞ Save and run the **Deploy_SQL_WOM_Windows.bat** or **Deploy_SQL_Inventory_Windows.bat** file
- ☞ If performing an actual installation at this time, proceed to section XXX
- ☞ on page **48**

Validating Data Grid and Data Spy Creation

This step is optional and generally only needed for trouble shooting when running the Adapters process in the AM Portal throws errors (see **Running the Adapters** on page **90**)

NOTE: See your Infor EAM User Guide for details on each of the specific steps related in this process

- ☞ Log onto **EAM** using the URL provided by the client (if this is an EAM hosted site) as well as R5 username & password provided by the client

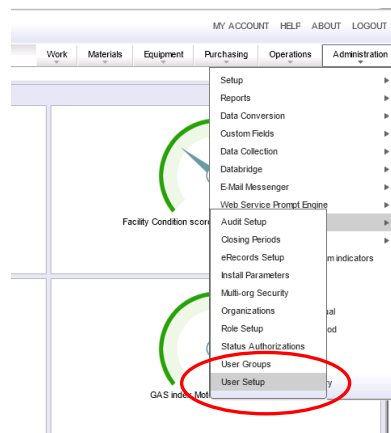
The URL will be something like this:

```
http://{URL}:{PORT}/web/base/logindisp?tenant={TENANTUSER}
```



Infor EAM Login Screen

☞ Create an ADVMOBILE user (see **Administration > Security > User Setup**)



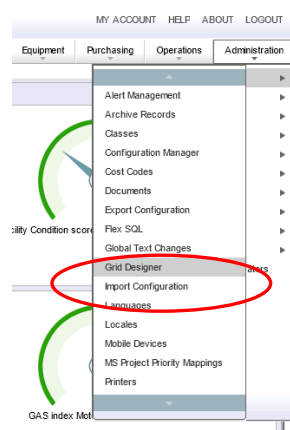
User Setup Navigation

☞ Locate the R5 user and copy to create the ADVMOBILE user w/ the password:

```
AdvMObile
```

☞ Log out of EAM and log back in using the ADVMOBILE user

☞ Look for the grids (see **Administration > Setup > Grid Designer**)



Grid Designer Navigation

- ☞ Search for **Description** ending with “(AM)” which indicates **AdvMobile** grids
- ☞ If these are all present, then the **DataSpies** can be set up as follows:
- ☞ Log onto the **AdvMobile** site
 - If on different server, use:


```
{SERVERNAME}/AdvMobileEam /Login.aspx)
```
 - If on same server use:

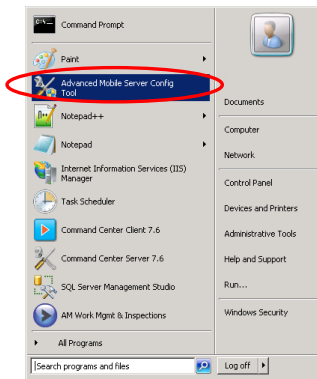

```
localhost/AdvMobileEam/Login.aspx
```
 - or browse to it from:


```
IIS Manager > Server-name > Sites > Default Web Site > AdvMobileEam
```
- ☞ If you are performing an actual installation, please skip to section XXX
- ☞ on page **48** to continue

Advanced Mobile Server Config Utility

Starting Up

- Open the **Windows Start Menu** and navigate to **Start > Blue Dot**

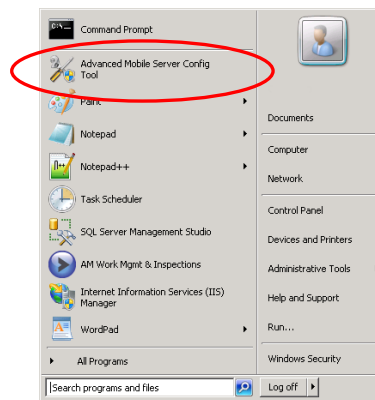


AM Server Config Tool Start

- Click the **Advanced Mobile Server Config Tool** shortcut to start the utility

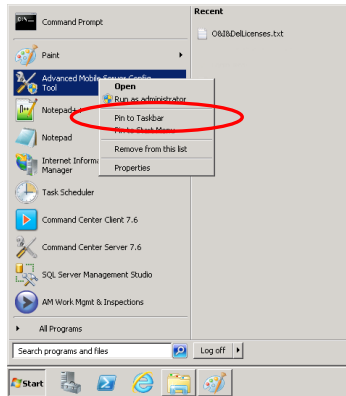
Starting the Advanced Mobile Server Config Tool

- Open the **Windows Start Menu**



AM Server Config Tool Start

- Right-click the **Advanced Mobile Server Config Tool** shortcut
- Select **Run as Administrator**



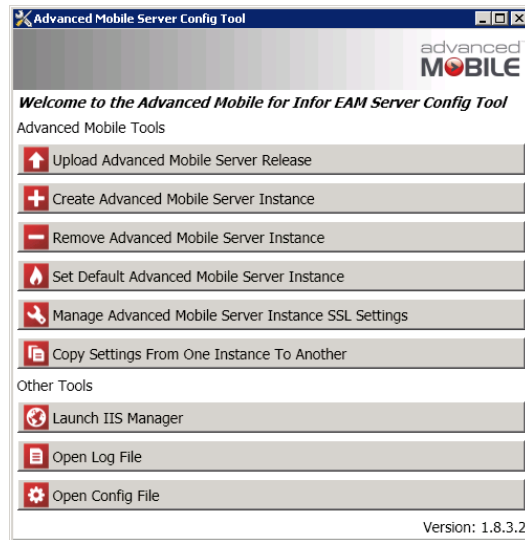
AM Server Config Tool Start as Administrator

*Note: If you do not have the **Advanced Mobile Server Config Tool** shortcut, navigate to the **Installation directory** Default location is:*

C:\Program Files (x86)\Blue Dot\Advanced Mobile for Infor AM Server\

Function Overview

The **Advanced Mobile Server Config Utility** has nine (9) functions



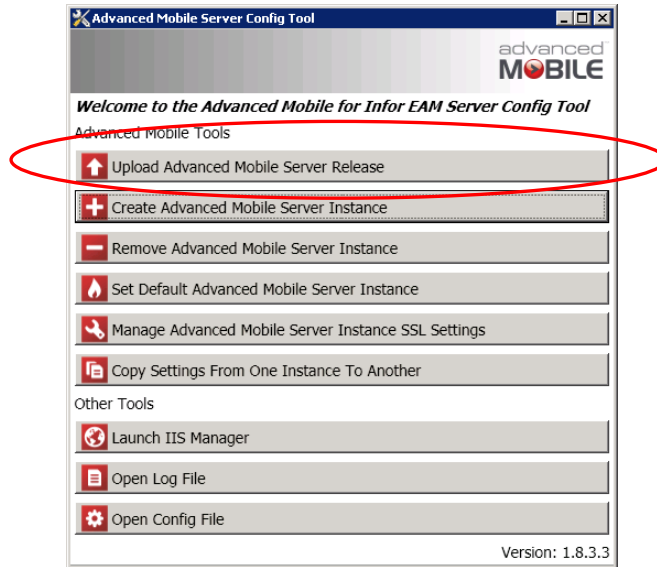
Advanced Mobile Main Menu

Function	Description
----------	-------------

Upload Advanced Mobile Server Release	Select a downloaded installation package (MSI / ZIP) and upload the package for use within the Advanced Mobile Server Config Utility
Create Advanced Mobile Server Instance	Using an uploaded Server Release Package , install an instance of the software version on target application and database servers
Remove Advanced Mobile Server Instance	Remove an installed Server Release Package , from target application and database servers
Set Default Advanced Mobile Server Instance	Establish the default Mobile Server Instance name (URL) and what version it uses. (Allows for maintaining multiple versions of the server and specify which is active under the established (permanent) URL
Manage Advanced Mobile Server Instance SSL Settings	Manage key certificate and other SSL functions in support of secure Admin Portal installations
Copy Settings From One Instance To Another	Easily and accurately copy all config and licensing key values from one version of the Admin Portal to another
Launch IIS Manager	Launch the IIS Manager for website and application pool management during initial installation and changing the default AM Server Instance.
Open Log File	Review the log file for a server installation and identify/troubleshoot problems with the server if it does not load or run properly
Open Config File	Open, review and alter the configuration settings of the Advanced Mobile Server Config Utility

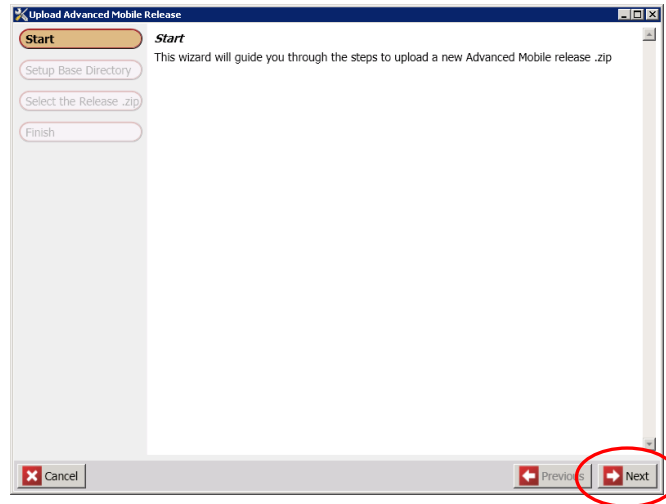
Upload Advanced Mobile Server Release

- ☞ Select the **Upload Advanced Mobile Server Release** button



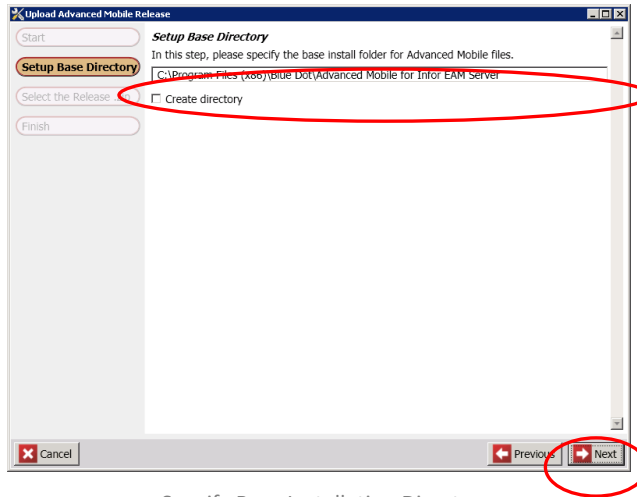
Advanced Mobile Config Tool Main Menu

- ☞ Click **Next**



Upload Release Start Screen

- ☞ Confirm or alter the **Base Directory Path** to the location where you need the server code to be installed

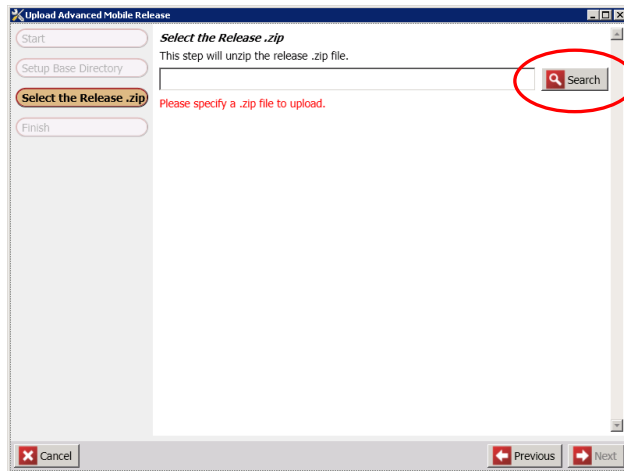


NOTE: Make note of the Base Directory Path for future reference

Specify Base Installation Directory

NOTE: If you are putting the Installation Directory in a non-standard location that does not exist, be certain to select the **Create directory** checkbox

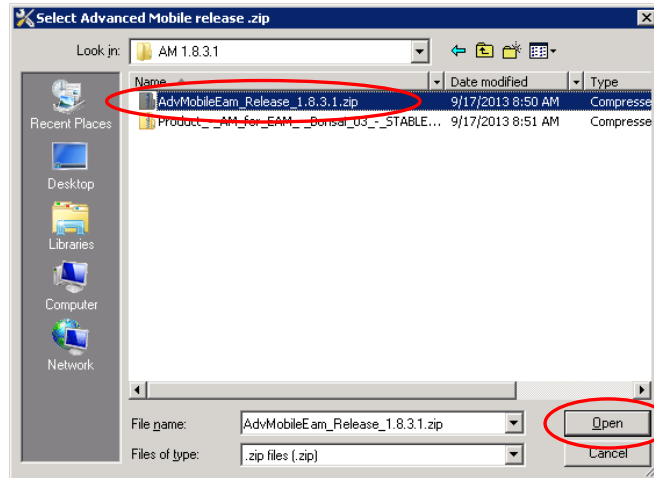
- Click **Next**
- To specify the installation package, click the **Search** button



Search for Installation Package

NOTE: You should have made note of the **Download Path** earlier in this process.

- ☞ Navigate to where you downloaded the **AdvMobileEam_Release.ZIP** file

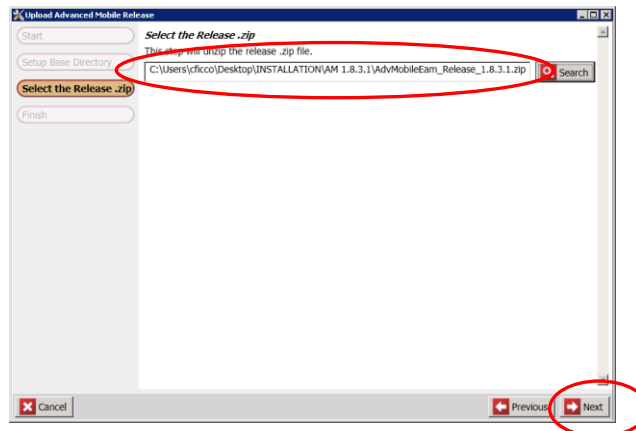


Specify Installation Package

- ☞ Select the desired installation package and click **Open**

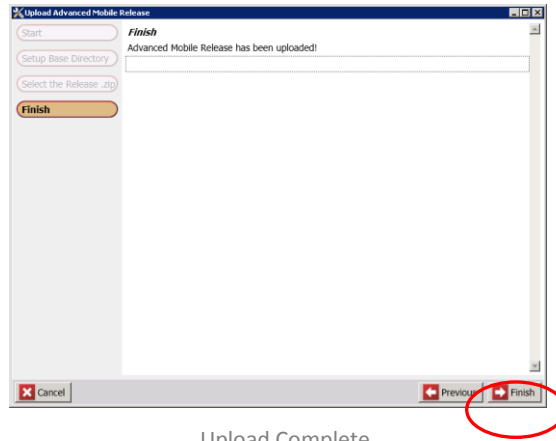
NOTE: The Utility allows for multiple versions to be installed in different locations.

- ☞ With the appropriate **ZIP** file specified, click **Next**



Release Package Specified

- ☞ The Utility will extract the contents of the **ZIP** file and place them in the specified **Target Directory**
- ☞ When the extraction is finished, the utility will confirm the upload process



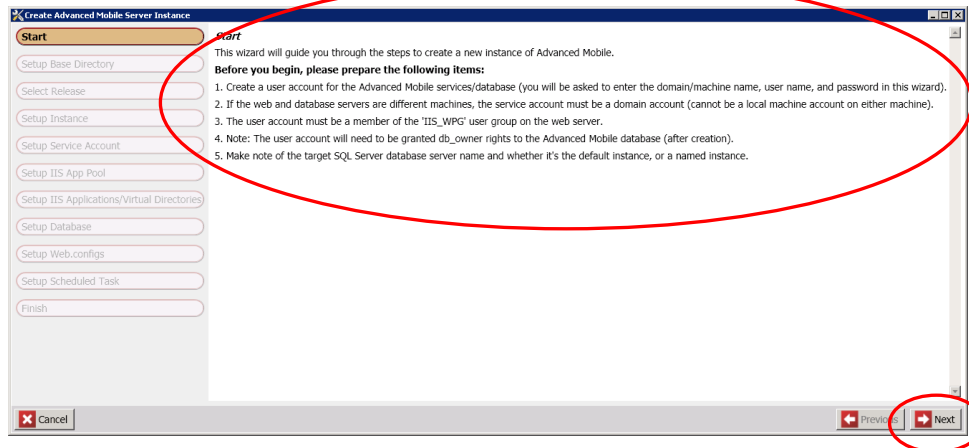
- ☞ Click **Finish**
- ☞ The system will return you to the main installation menu

Create Advanced Mobile Server Instance

- ☞ Select **Create Advanced Mobile Server Instance** from the main menu

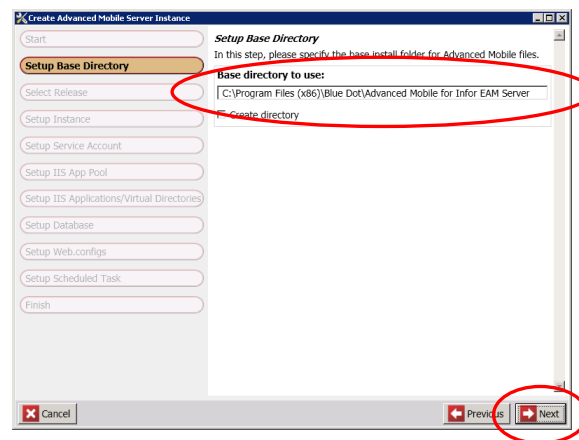


- ☞ Confirm that all **prerequisites** are complete before continuing with this process



Reviewing Prerequisites

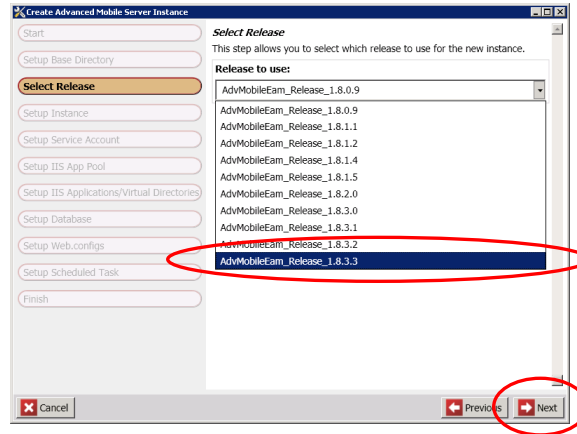
- ☞ When all prerequisites are complete, click **Next**
- ☞ Confirm the **Setup Base Directory** (location of the SOURCE ZIP FILE) and click **Next**



Confirm / Alter Base Directory

NOTE: If you are putting the Installation Directory in a non-standard location that does not exist, be certain to select the **Create directory** checkbox

☞ Select the **Release Package** (multiple versions may exist) and click **Next**

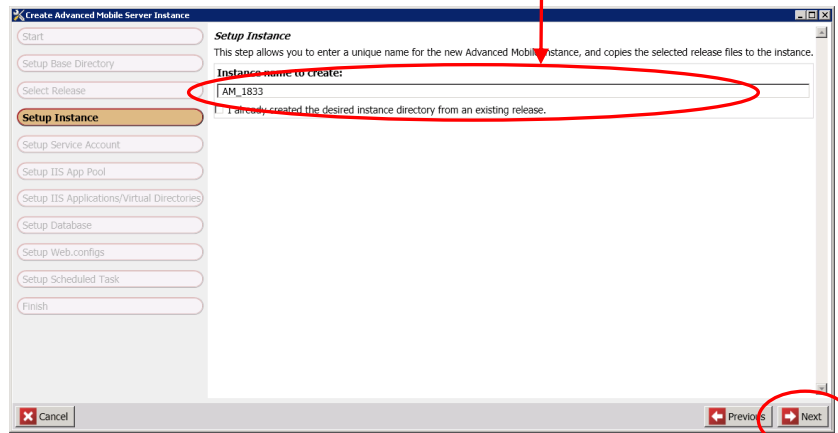


Select the Release Package

☞ Specify the **Instance Name** for this AM Server installation

Examples

Test_AM_Server_{Version}
Prod_AM_Server_{Version}



Specify the Instance Name

NOTE: The instance name can only contain letters, number and underscores.

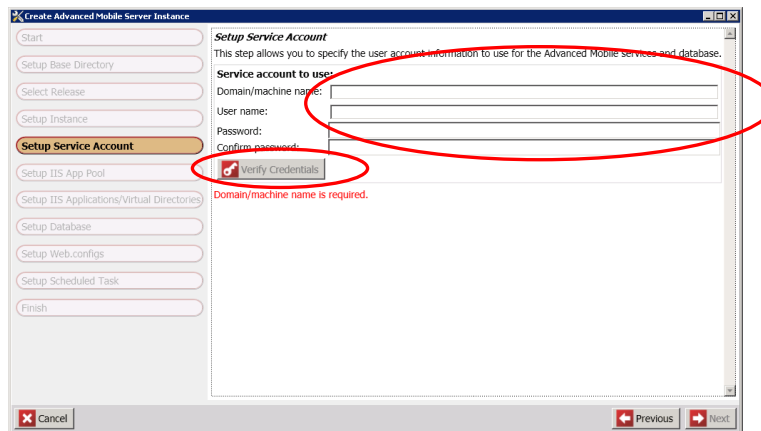
☞ Click **Next**

- Enter the **Service Account** credentials for use during installation and for the Schedule Task that is automatically installed later in this process

Domain/machine name: The domain or machine where the web application, scheduled task and database all reside. If a multi-server instance, this must be a domain where all machines exist

User name: The domain account used must have admin access or all requisite permissions and trusts necessary to access and control the web application, scheduled task and database on the server or servers supporting the Advanced Mobile Admin Portal

Password: The permanent password for the domain account utilized for this installation. It is not recommended that a changing password be used for this account

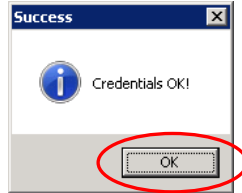


Specify the User Account

- Click the **Verify Credentials** button to confirm that the password authenticates against the machine or domain specified

NOTE: If using a machine account, the Installation Utility must be active on that machine rather than installing across a domain

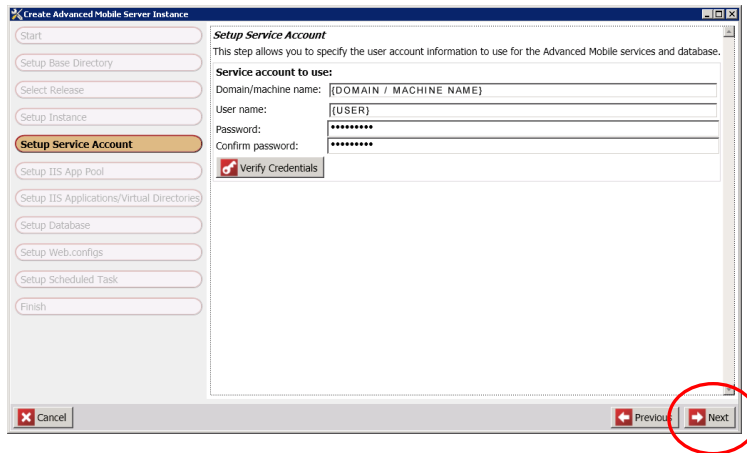
☞ You should see the following message prompt



Specify the Instance Name

☞ Click **OK**

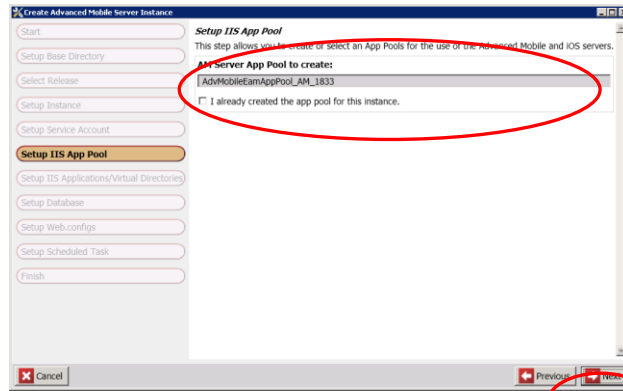
☞ At the Service Account screen, click **Next**



Specify the User Account

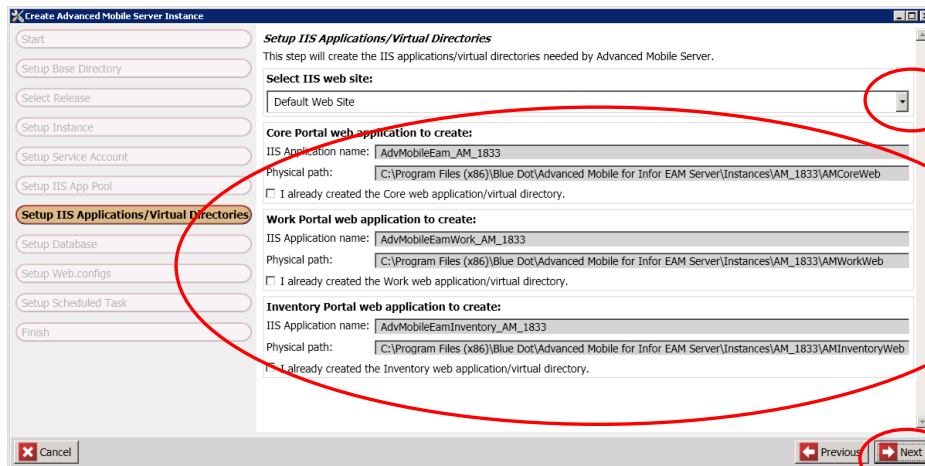
*NOTE: If you have already installed this instance and are going through this process to change later settings, ensure the value matches the existing installation, check the **I already completed...** checkbox for any already defined values and click **Next** until you get to the step you need to make changes to.*

- ☞ Confirm the **App Pool** for the AM Web Server (the default value is pre-populated and will be used unless an existing App Pool is available)



Specifying the Application Pool

- ☞ Click **Next**
- ☞ Specify/Confirm the website to use via the dropdown



Defining Web Server Virtual Directories

- ☞ Specify/Confirm the **Web Server Virtual Directories**

NOTE: The defaults are generally recommended. However, some internal Operational requirements may dictate a need to alter these paths.

- ☞ Click **Next**

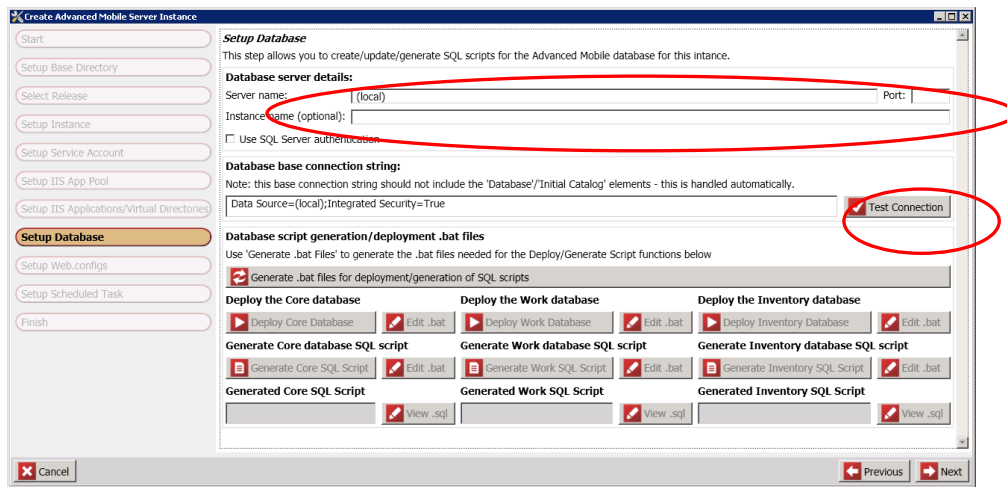
- ☞ Identify the target SQL Server database server name and whether it's the default instance or a named instance
- ☞ Create DB User Account (Domain/Machine Name, User Name & Password)

NOTES: If the web and database servers are different machines, then the account used must be a DOMAIN account with permissions across the domains involved and on both machines.

The User Account must be a member of the IIS_IUSRS user group on the web server

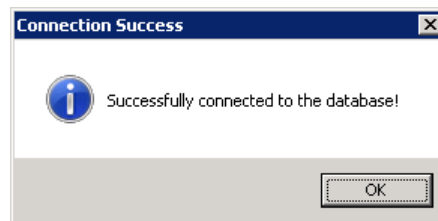
If installing on an IIS 6.0 platform, the User Account will need to be granted DB_OWNER rights to the Advanced Mobile database (after creation).

- ☞ Specify the **Database Server Name** and if your setup requires a specific **Database Instance Name**, specify it here



Specify DB Name

- ☞ Click the **Test Connection** button to confirm connectivity
- ☞ You should see the following prompt



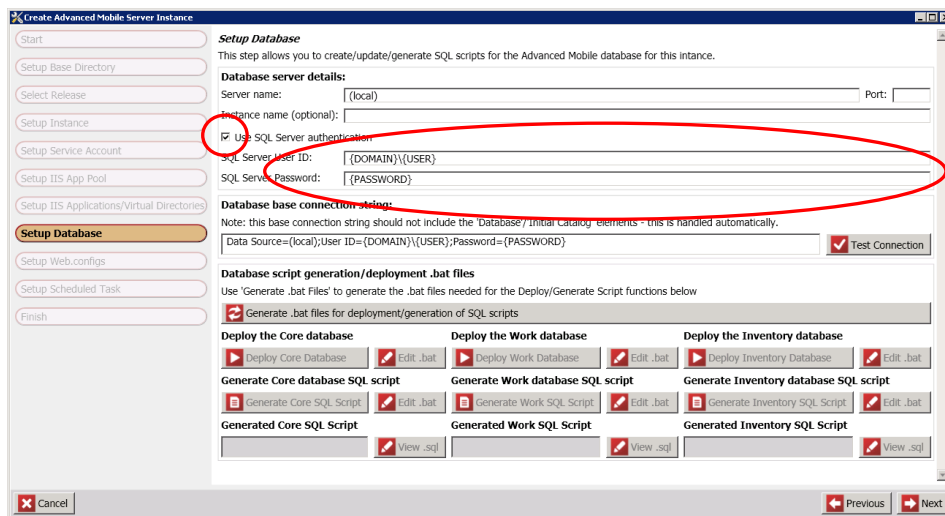
Specify DB Name

- ☞ If you are unable to connect to the database, it is recommended that you contact your DB administrator and confirm that you are using valid credentials
- ☞ If you connect successfully, proceed with the **Generating .BAT Files** on page 40

NOTE: See *Creating SQL Deployment Scripts for Manual DB Deployment* on page 42 if your SQL scripts must be manually run against your DB servers and then return to this point when you are done with that process to continue

Using SQL Server Authentication

- ☞ After specifying **Database server details** check the **Use SQL Server authentication** checkbox



Specifying SQL Server Authentication Users

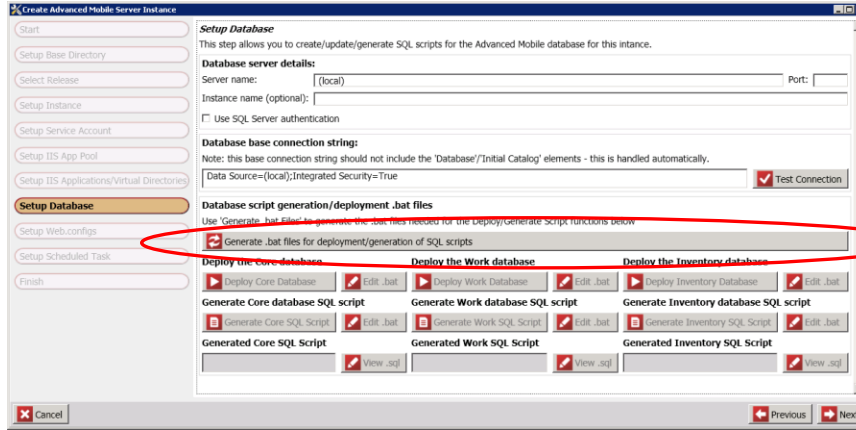
- ☞ Then enter the **SQL Server User ID** and **Password** and click **Test Connection**

NOTE: Regardless of whether you are using Windows or SQL Server Authentication, make sure you have a positive connection test before proceeding with any other facet of this installation

Generating .BAT Files

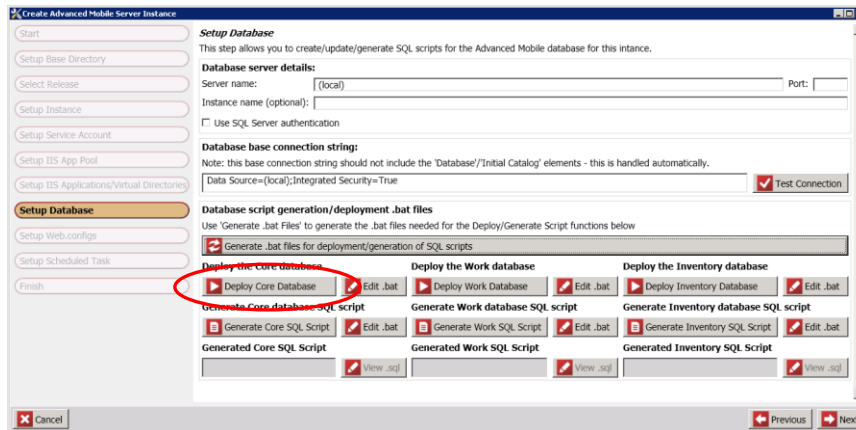
NOTE: See the *Creating SQL Deployment Scripts for Manual DB Deployment* on page 42 if your environment requires modification and running of these database scripts

Click the **Generate .bat files...** button to generate the requisite SQL scripts



Generate the DB Creation .BAT Files

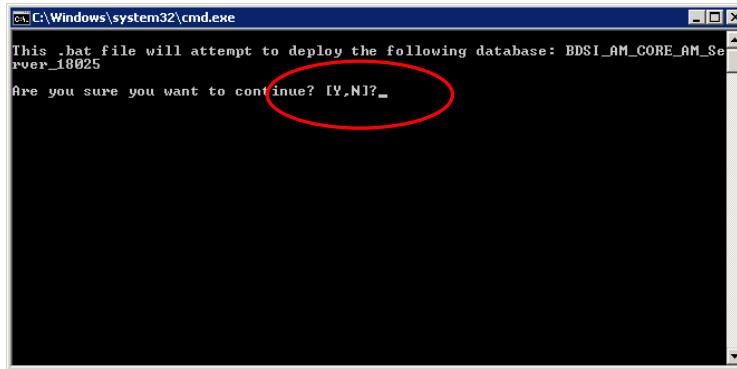
Select the **Deploy Core Database** option to begin the DB Installation process



Running Core Database Deployment Scripts

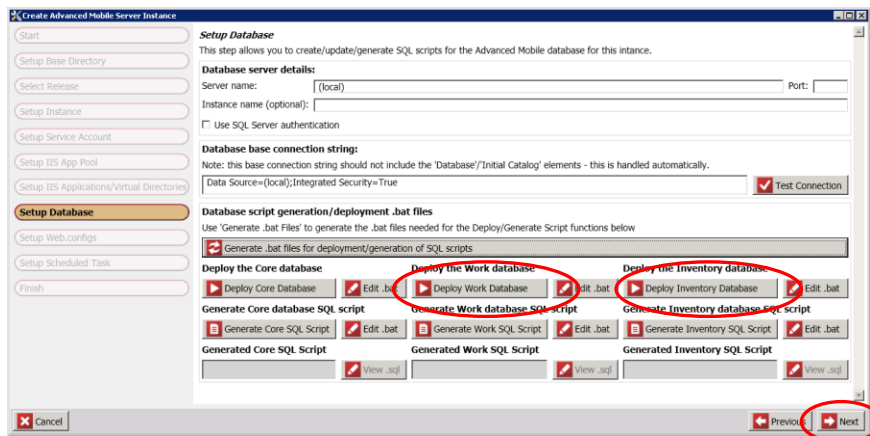
NOTE: See *Creating SQL Deployment Scripts for Manual DB Deployment* on page 42 if your SQL scripts must be manually run against your DB servers and then return to this point when you are done with that process to continue

- ☞ At the **Command Prompt**, type **Y** and hit **Enter** to begin the installation



Initiating the Command Prompt Script Deployment

- ☞ When the DB is deployed, the Command Prompt will instruct you to **Press any key to continue . . .**
- ☞ Repeat the process for the **Work** and/or **Inventory** databases



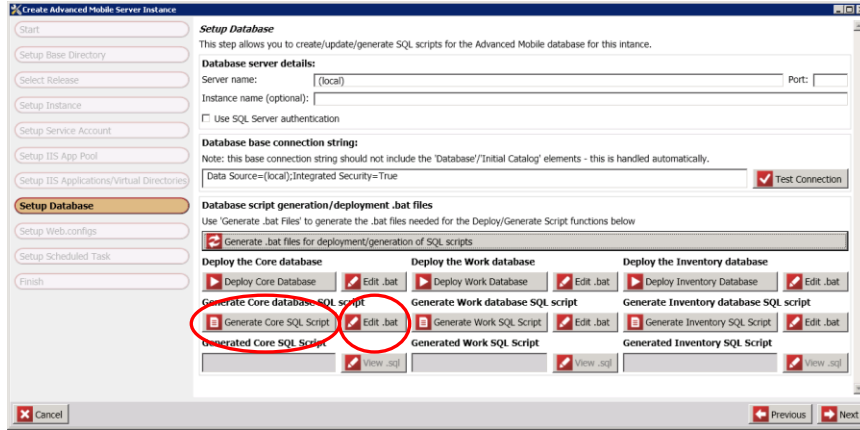
Running Work Order and Inventory Database Deployment Scripts

- ☞ Click **Next**

Creating SQL Deployment Scripts for Manual DB Deployment

In some cases, enterprise architecture and DBA requirements restrict access to database servers. Under these circumstances, the utility allows you to generate and alter your DB installation scripts so that they can be run directly on restricted servers without a connection string.

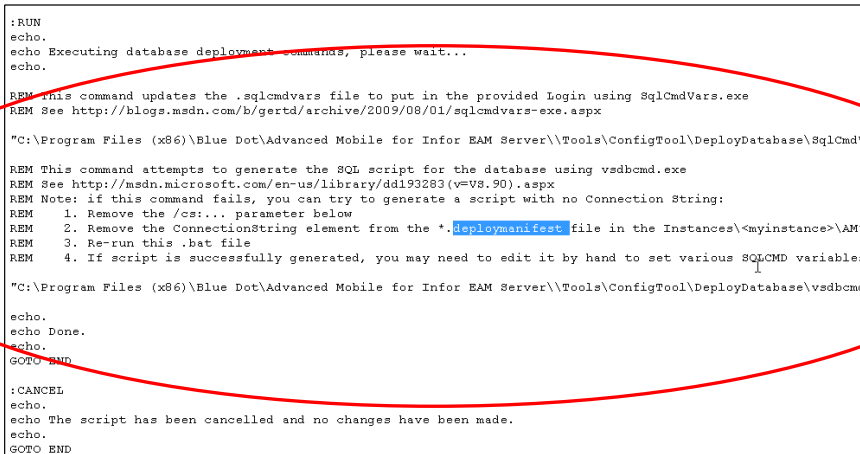
Click each **Generate Core SQL Script** button to create the requisite SQL script



Generating SQL Scripts

Click any of the **Edit.bat** buttons to review or alter any DB Deployment scripts as needed to deploy the AM server to more complex infrastructures

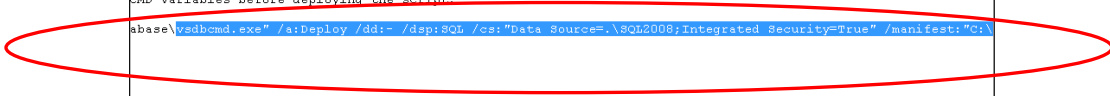
Review the **REM** section of the created DB script



Reviewing the DB Creation Script

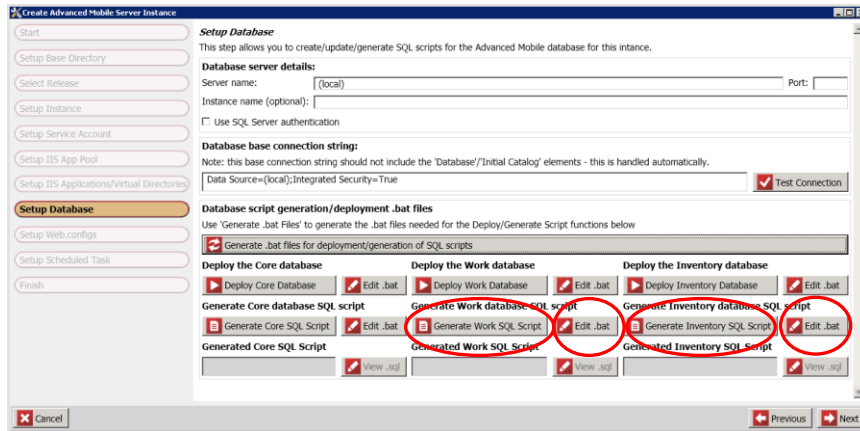
Remove or Alter the connection string information from the script as needed to run in your environment

```
abase\SqlCmdVars.exe" /i:"C:\Program Files (x86)\Blue Dot\Advanced Mobile for Infor EAM Server\Instances\dev_re  
  
instance>\AM*Database directory  
CMD variables before deploying the script:  
abase>vdbcmd.exe" /a:Deploy /dd:- /dsp:SQL /cs:"Data Source=.\SQL2008;Integrated Security=True" /manifest:"C:
```



Removing the Connection String

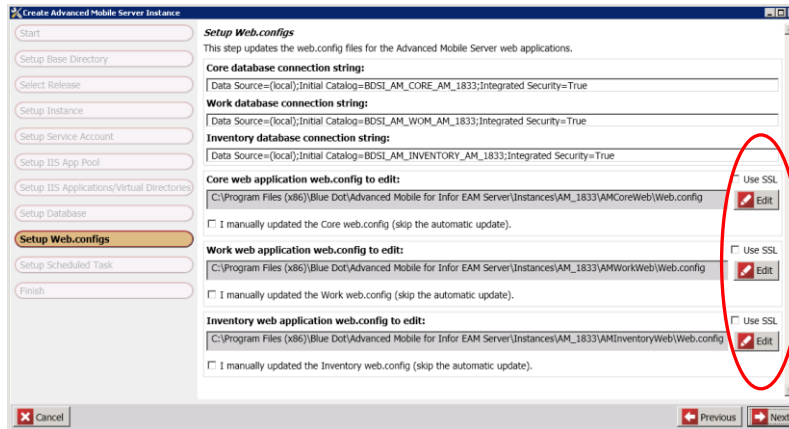
- ☞ Save the script in its native location
- ☞ As needed, save or copy the whole script to a different location so that it can be given to and run manually by your DBA on the destination DB Server(s)
- ☞ Repeat the process for the **Inventory** and **Work** Databases as needed



Generating SQL Scripts

- ☞ Click **Next**

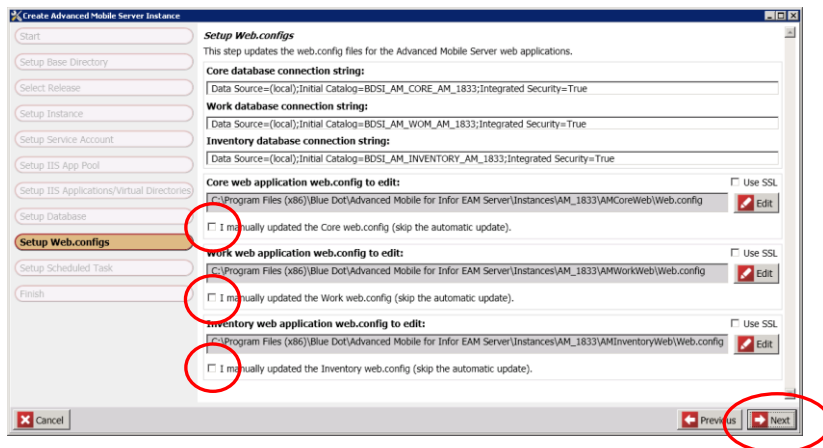
☞ At the **Setup Web.configs** screen, click any of the **Edit** buttons to review/alter the **Web.config** files



Creating / Editing Web.config Files

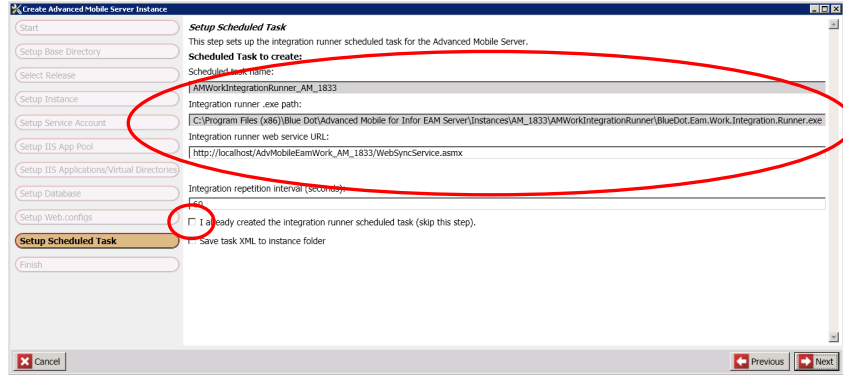
NOTE: By default, no changes are necessary, and changes should only be applied by System Admins as required by Operational needs

☞ Click **Next**



Skipping Web.config Creation

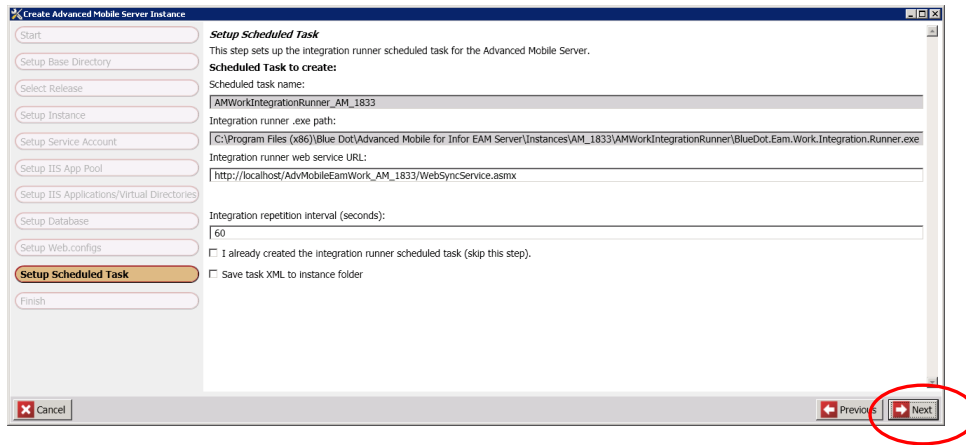
☞ Confirm the **Name** and **Path** for the **Scheduled Task** configuration



Create Server Instance Main Screen

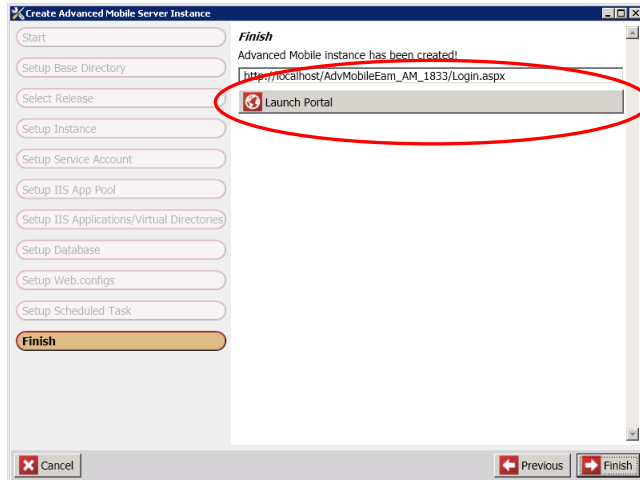
☞ Advanced users can save the Task XML to the instance folder for use on other servers

☞ Click **Next**



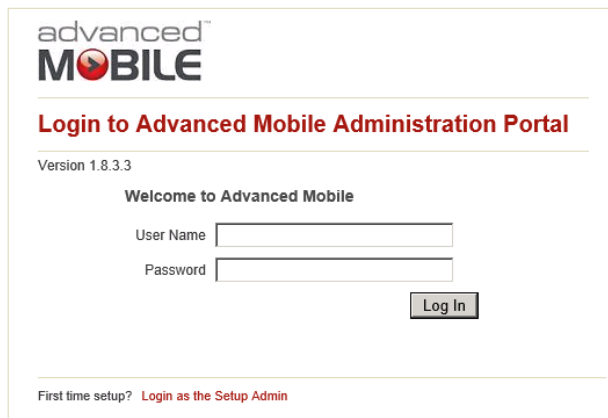
Skipping Web.config Creation

Click the **Launch Portal** button to confirm that the website loads properly



Launching the Portal the First Time

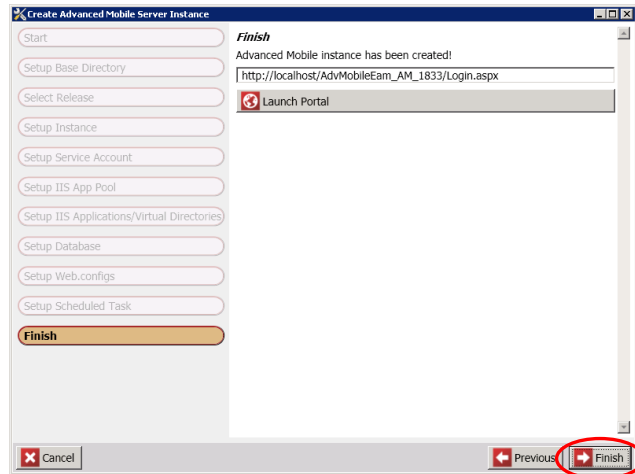
The browser should load to the following screen



AM Admin Portal Login Page

If the login screen does not load, see **Troubleshooting** on page 120 for resolution procedures

- ☞ If the login screen does load, close your browser and return to the **AM Installation and Configuration Utility**

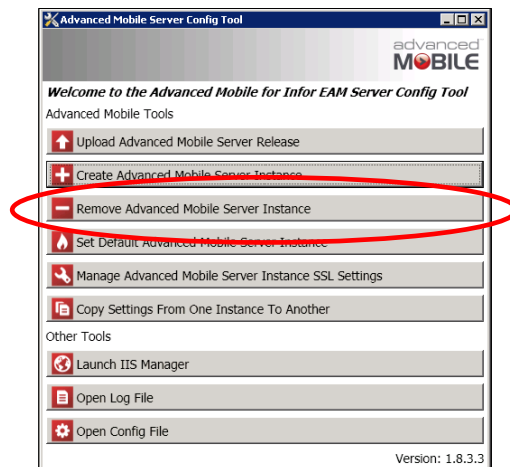


Finishing the Admin Utility Installation

- ☞ Click **Finish** and Proceed with **Implementing the EAM Oracle or SQL Grid Scripts** section below

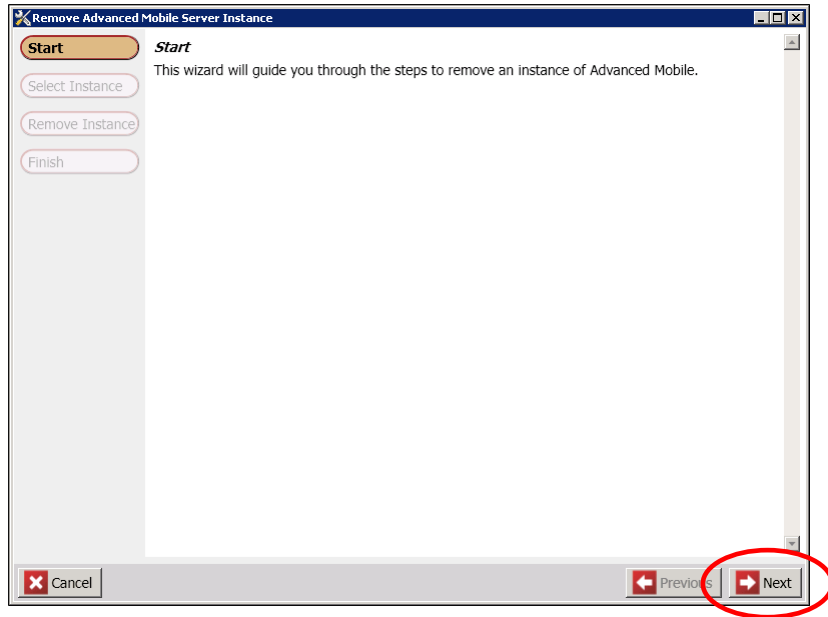
Removing Advanced Mobile Server Instances

- ☞ Select **Remove Advanced Mobile Server Instance** from the **Main Menu** of the **Advanced Mobile Config Tool**



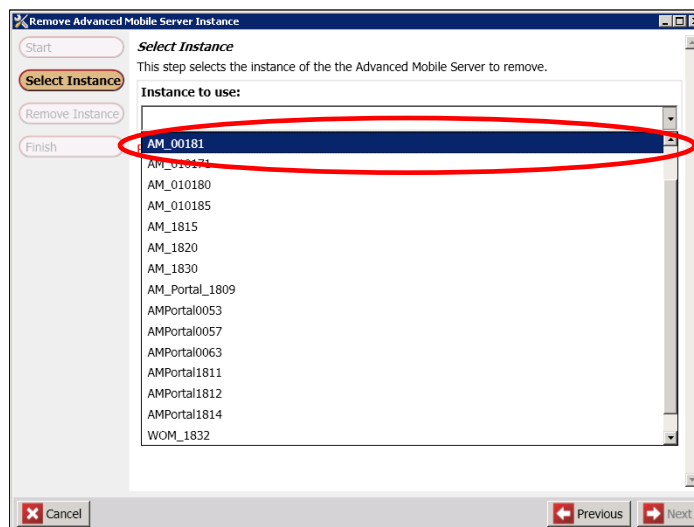
Set Default Server Instance

☞ At the start screen click **Next**



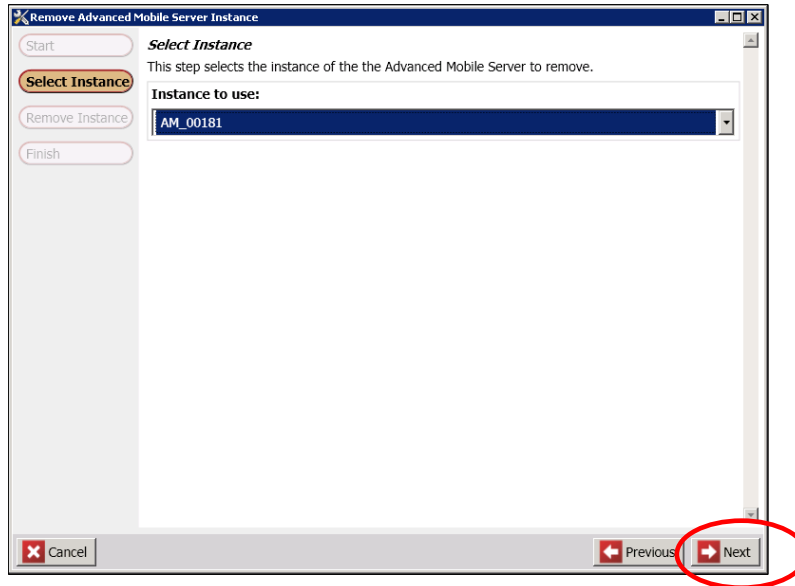
Remove Server Instance Start Screen

☞ Click the dropdown to expose the list of available instances and select the desired **Instance** to be removed



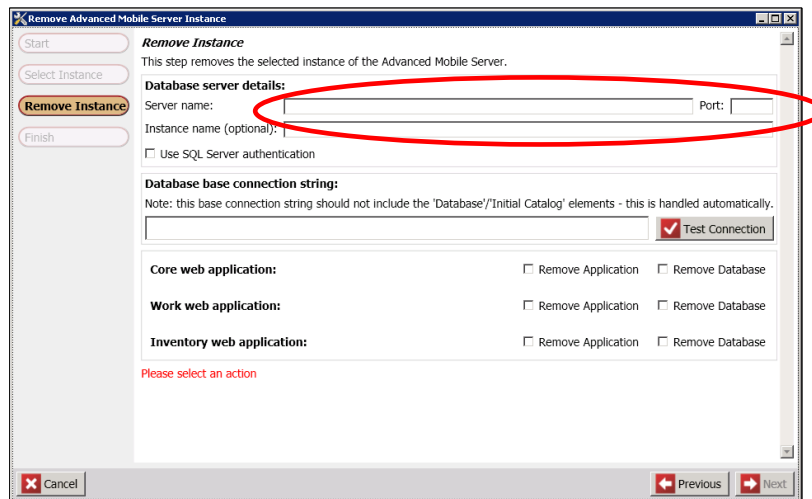
Select Instance for Removal

☞ Click **Next**



Specified Instance for Removal

☞ Specify the appropriate **Database Server** name

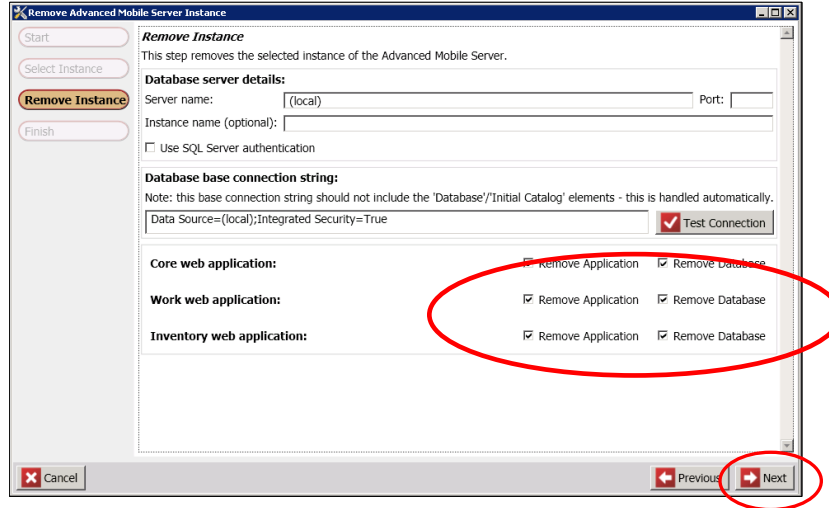


Specifying the Instance Database to be Removed

NOTE: Under normal circumstances, the instance name was specified when you selected the instance in the previous screen. Therefore, Instance name is option on this screen.

☞ Select the desired Advanced Mobile **Applications** and **Databases**

NOTE: It is recommended that you remove all three: **Core, Work web, and Inventory web**

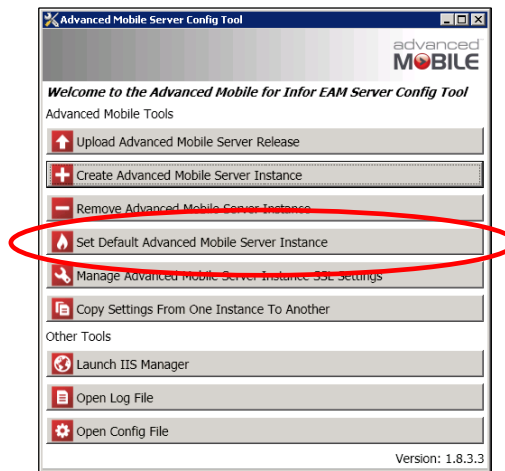


Specifying the Instance Database to be Removed

Click **Next**

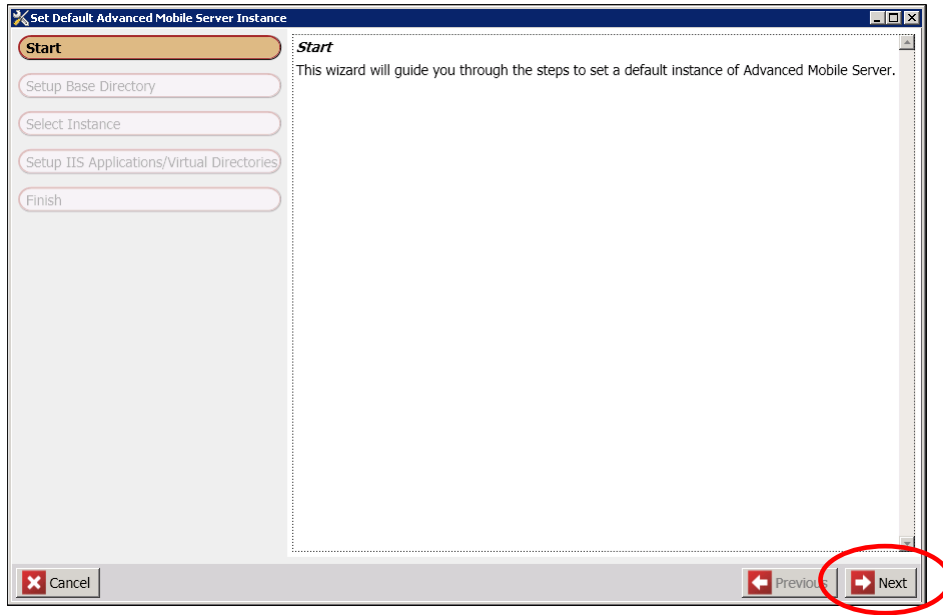
Set Default Advanced Mobile Server Instance

Select **Set Default Advanced Mobile Server Instance** from the **Main Menu** of the **Advanced Mobile Config Tool**



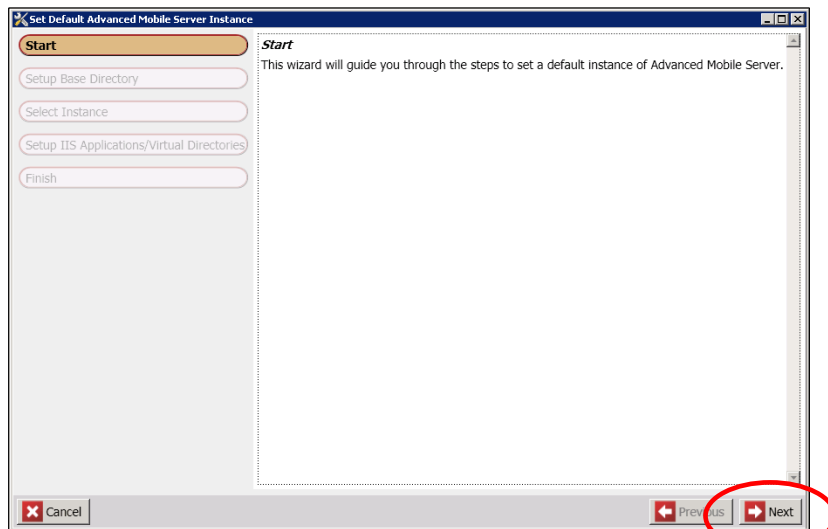
Set Default Server Instance

☞ At the start screen click **Next**



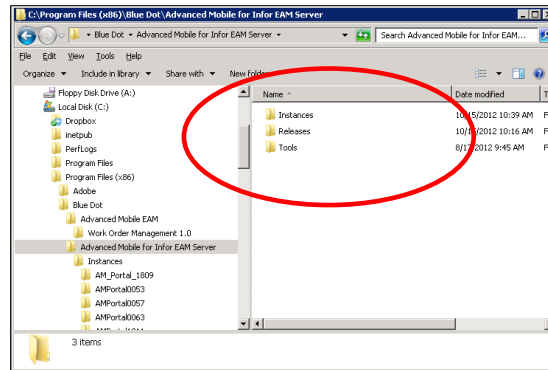
Default Server Instance Start Screen

☞ Specify the directory where all of your AM Server install package versions have been installed and click **Next**



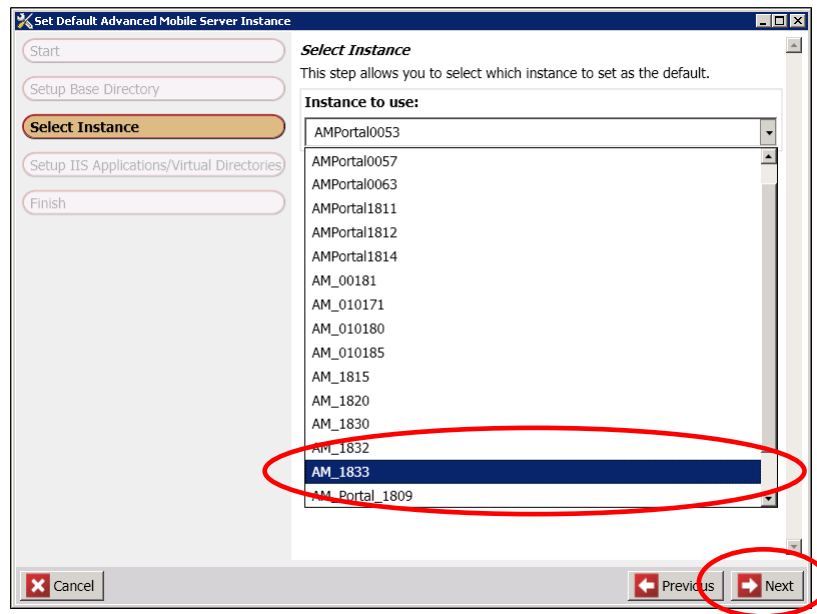
Setup Base Directory

NOTE: This should be the folder with the **Instances, Releases & Tools** sub folders



Default Instance Base Folder Structure

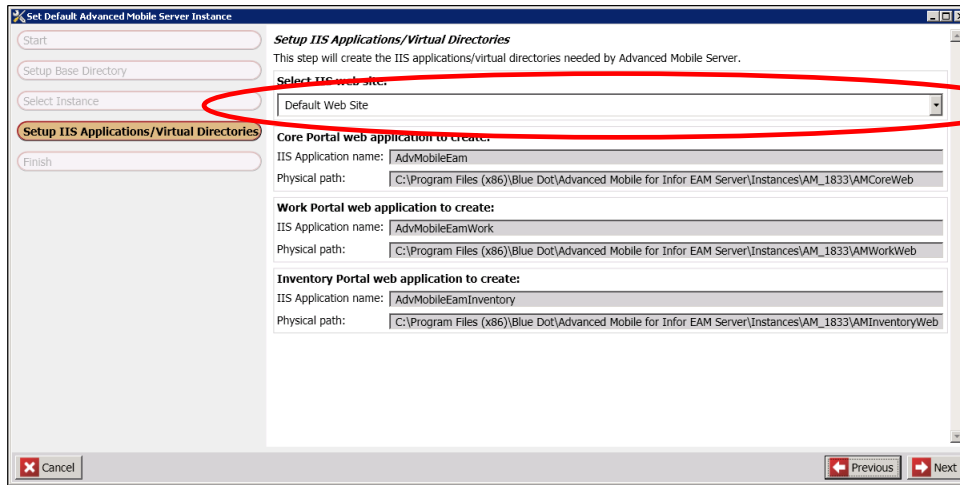
Click the **dropdown** arrow and select the desired **Instance**



Available Instances

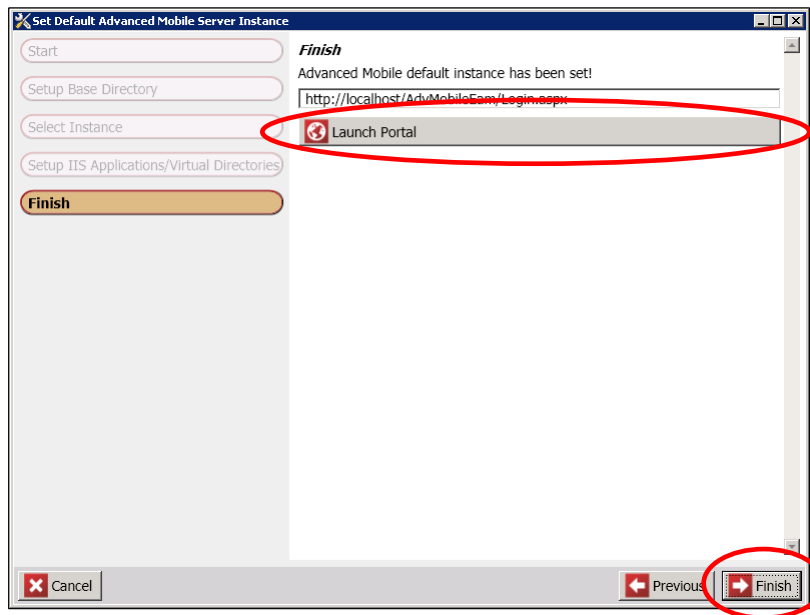
Click **Next**

Specify the **Default Web Site** to use as defined in IIS



Default IIS Application

Click **Launch Portal** to confirm that the application will load properly



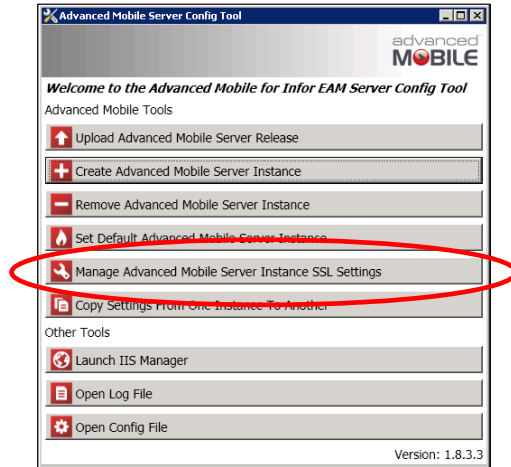
Launch the New Default Portal

Click **Finish**

If you are performing an actual installation rather than merely updating/changing the Default Instance of an existing installation, proceed to **Error! Reference source not found.** on page **Error! Bookmark not defined.**

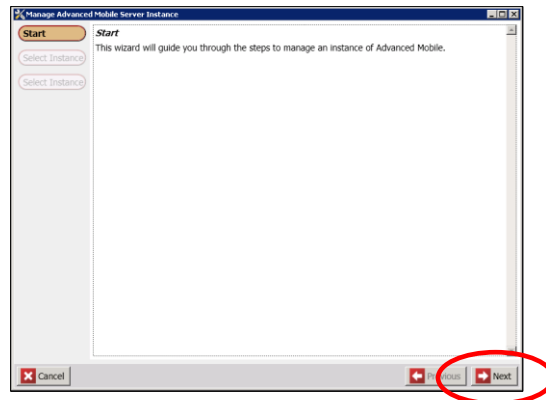
Manage Advanced Mobile Server Instance SSL Settings

- Apply SSL Certificate(s) to the Advanced Mobile application(s)
- Select **Manage Advanced Mobile Server Instance SSL Settings** from the Main Menu of the Advanced Mobile Config Tool



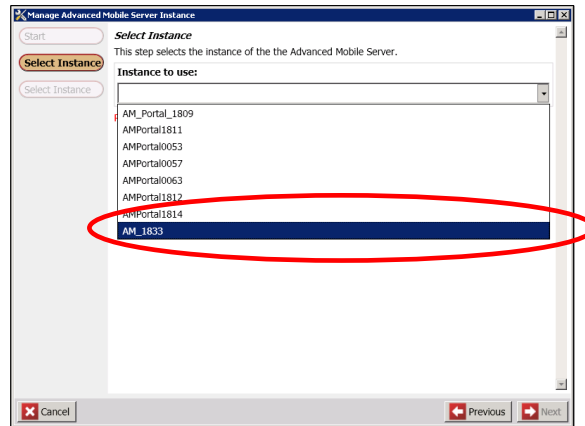
Select Manage Advanced Mobile Server Instance SSL Settings

- Click **Next**



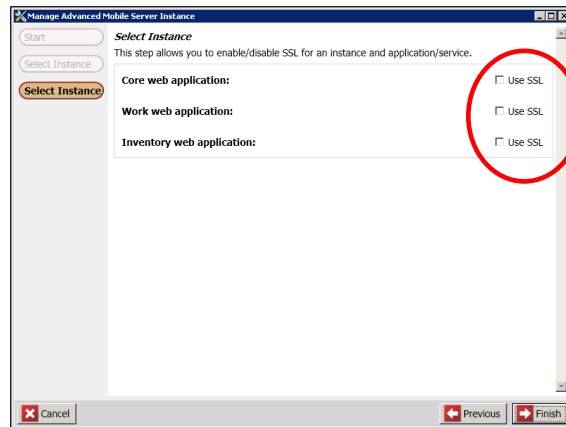
Beginning the Processes

- Select the Admin Portal instance that will require SSL processing



Select the Server Instance

☞ Select the Admin Portal web applications that require SSL processing

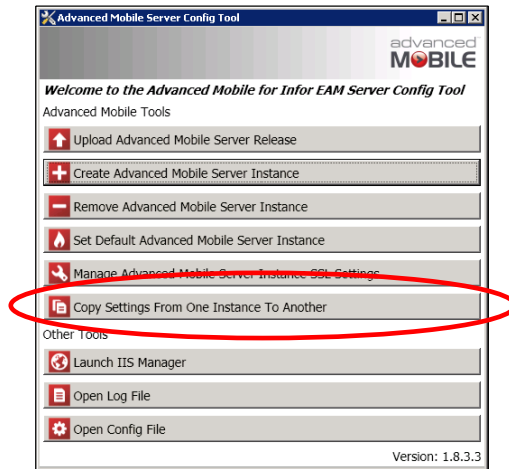


Select the Web Apps

☞ Click **Finish**

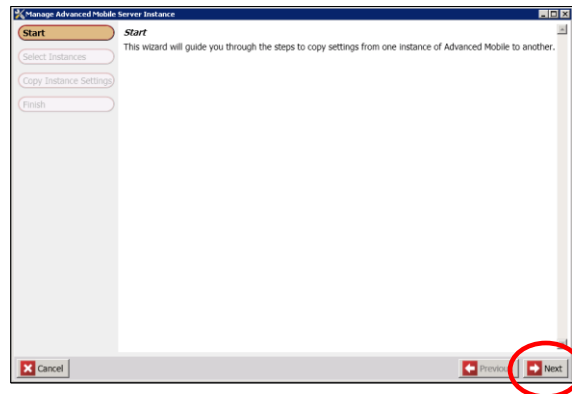
Copy Settings from One Instance to Another

☞ Click the **Copy Settings** button



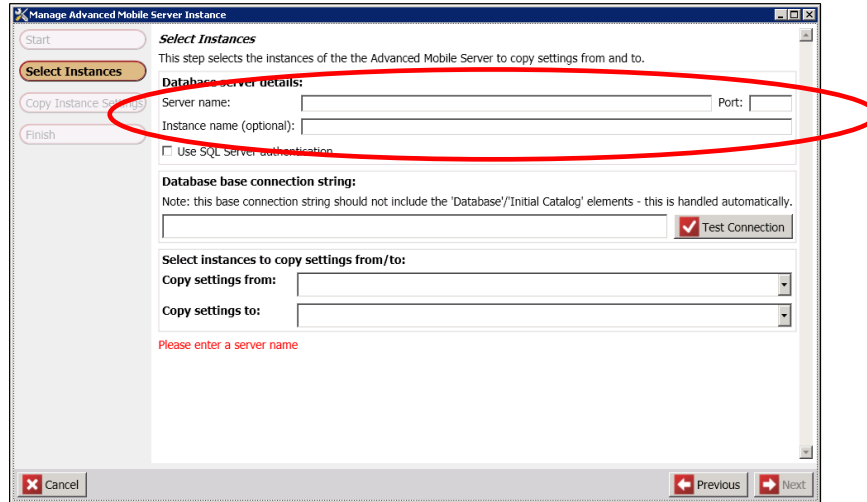
Select Copy Settings

☞ Click **Next**



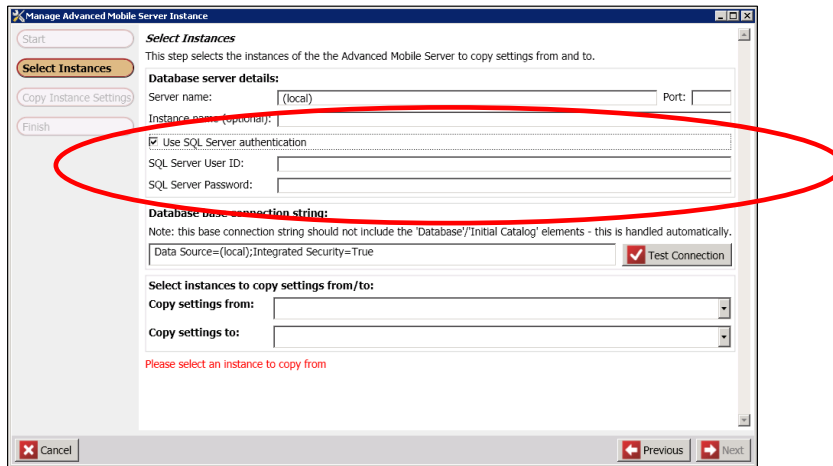
Select the Server Instance

- ☞ Specify the database Server Name and, where applicable the Port and Instance name



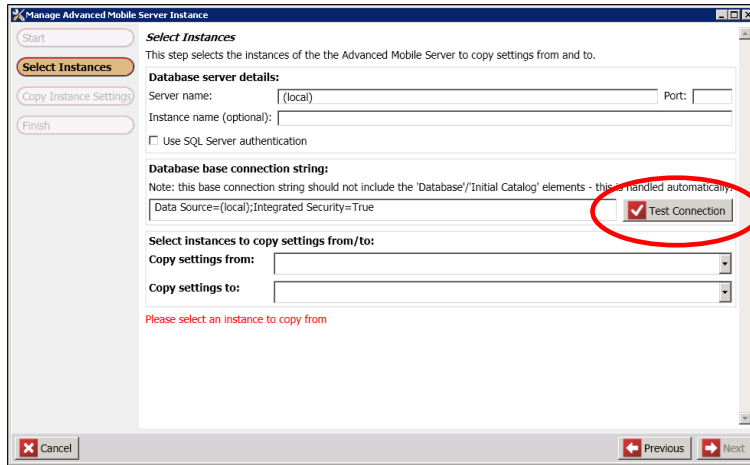
Specify Database Server & Connection Details

- ☞ If applicable, select the **Use SQL Server Authentication** checkbox and enter the appropriate credentials (Optional)



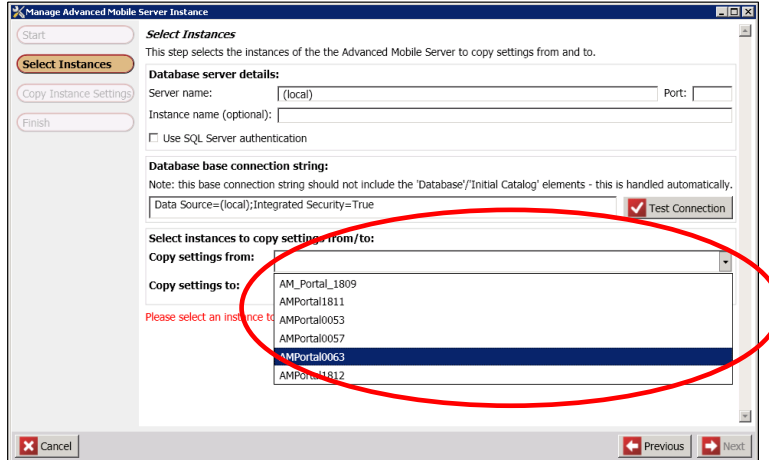
Specify SQL Server Credentials (Optional)

Click the **Test Connection** button to confirm connectivity



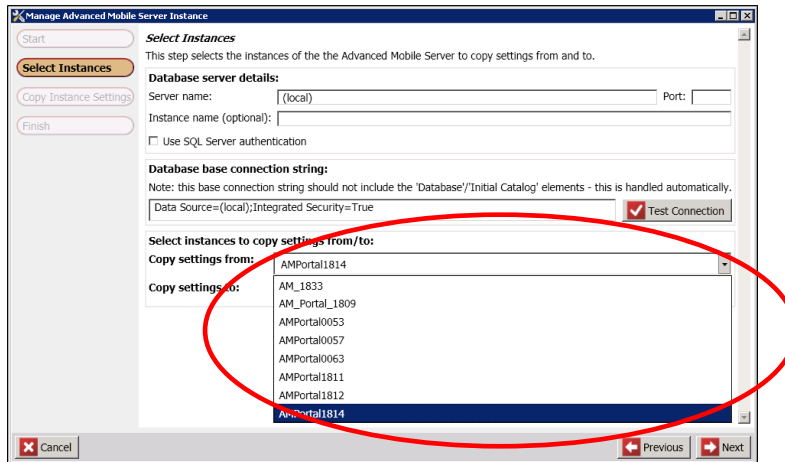
Test Database Connection

From the drop-down menu, select the existing **Admin Portal** instance from which to copy configuration and licensing values



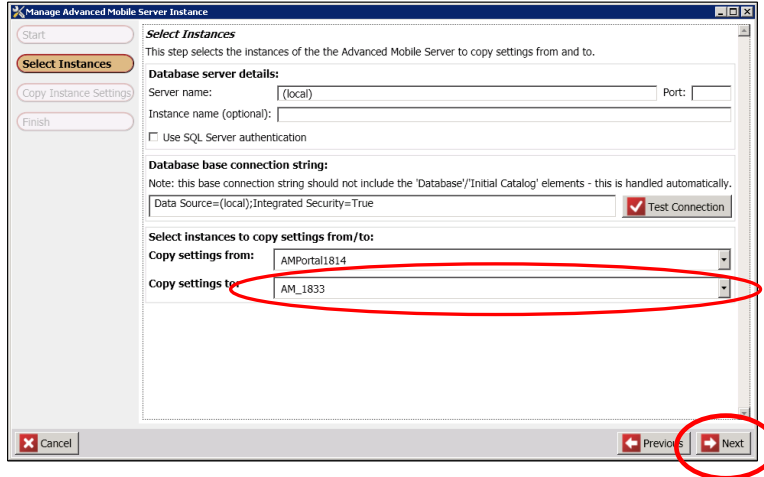
Select Source Admin Portal Instance

- From the drop-down menu, select the existing **Admin Portal** instance from which to copy configuration and licensing values



Select Destination Admin Portal Instance

- Select the destination instance

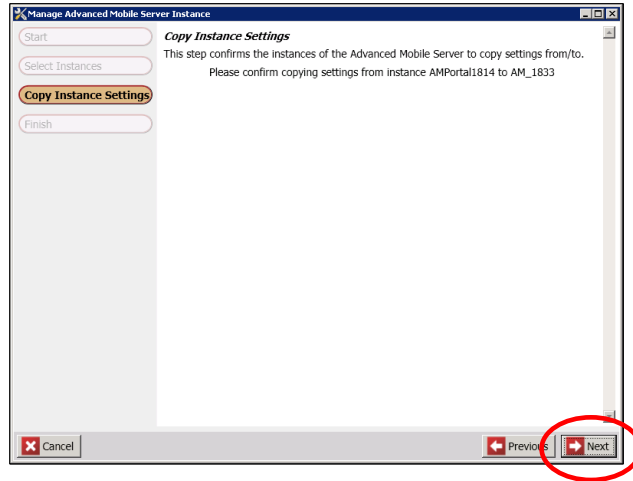


Source and Destination Selected

- Click the **Next** button

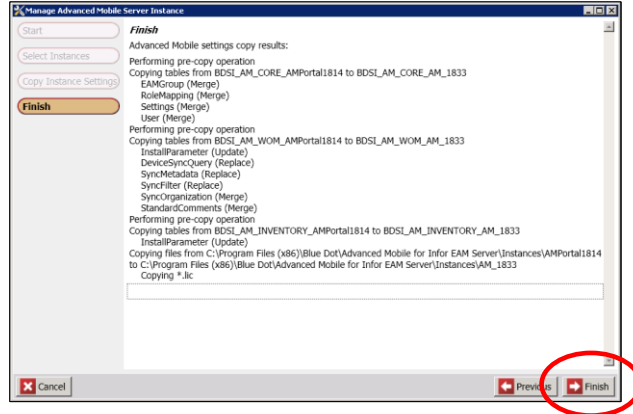
NOTE: Your versions will vary. Always check with your Administrator or a Blue Dot Sales or service representative if you have any question. This process can affect your licensing and other critical DB information.

- ☞ Confirm that the source and destination Admin Portal versions are correct and click **Next**



Confirm Copy Values

- ☞ Review the completion report for any errors



Select Destination Admin Portal Instance

NOTE: Contact your System Admin or a Blue Dot technician if there are issues

- ☞ Click **Finish**

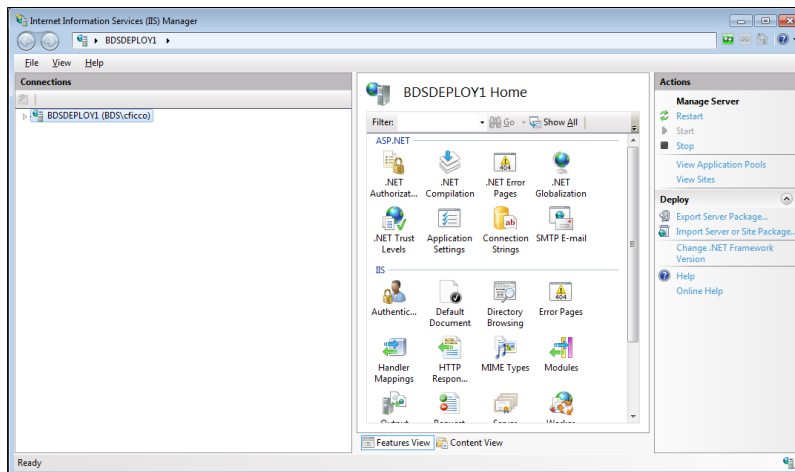
Launch IIS Manager

- ☞ Select **Launch IIS Manager** from the Main Menu of the Advanced Mobile Config Tool



Select Set Default Server Instance

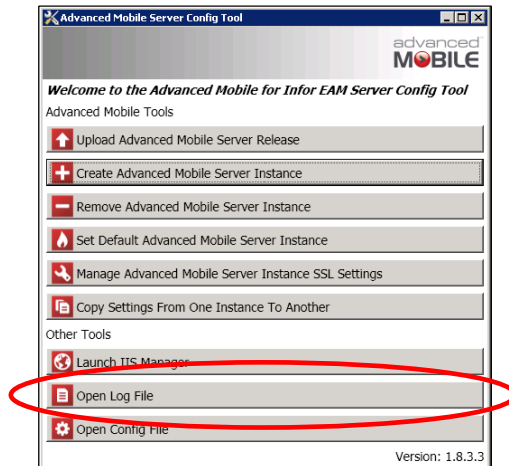
- ☞ Work with **IIS Manager** normally



Default Server Instance Start Screen

Installation Log File

Click the **Open Log File** button



Select Set Default Server Instance

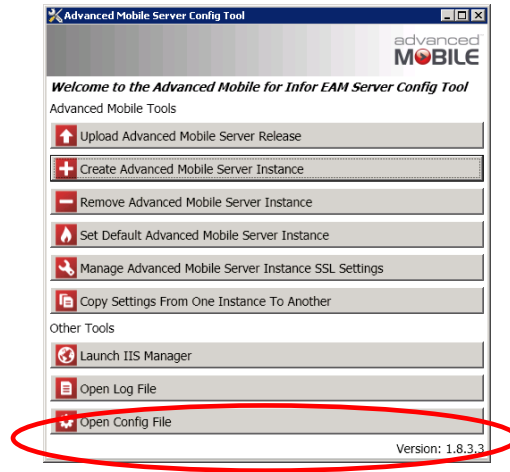
Review the log file to identify any errors that may have occurred during the application installation

```
[2011-11-15 09:23:59,478] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:01,348] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:01,351] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:02,421] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:02,436] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:07,670] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:07,816] [1] [INFO ] [BlueDot.Eam.ConfigTool.Services.Impl.ZipService] Attempting to unzip C:\Users\awhit
[2011-11-15 09:24:25,578] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:28,070] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:30,470] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard: f
[2011-11-15 09:24:30,472] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,473] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,475] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,476] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,478] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,479] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,481] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,482] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,485] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,487] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,488] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Initializing wizard s
[2011-11-15 09:24:30,490] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:32,166] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:32,325] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:33,638] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:33,644] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:35,262] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
[2011-11-15 09:24:35,265] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Activating wizard scr
[2011-11-15 09:24:49,159] [1] [DEBUG] [BlueDot.Eam.ConfigTool.ViewModels.Primitives.WizardViewModel] Attempting to ApplyCh
```

Installation Log File

Open Config File

Click the **Open Config File** button



Open the Utility Configuration File

🔗 Review the Configuration File and make any edits necessary

```
<?xml version="1.0"?>
<configuration>
  <configSections>
    <section name="log4net" type="log4net.Config.Log4NetConfigurationSectionHandler, log4net"/>
    <sectionGroup name="applicationSettings" type="System.Configuration.ApplicationSettingsGroup, System.Configuration" />
    <section name="BlueDot.Eam.ConfigTool.Properties.Settings" type="System.Configuration.ClientConfigurationSectionHandler, System.Configuration" />
  </configSections>
  <log4net>
    <appender name="ConsoleAppender" type="log4net.Appender.ConsoleAppender">
      <layout type="log4net.Layout.PatternLayout">
        <conversionPattern value="[%date] [%thread] [%-5level] [%logger] %message%newline"/>
      </layout>
    </appender>
    <appender name="RollingFileAppender" type="log4net.Appender.RollingFileAppender">
      <file value="log.txt"/>
      <appendToFile value="true"/>
      <rollingStyle value="Size"/>
      <lockingModel type="log4net.Appender.FileAppender+MinimalLock" />
      <maxSizeRollBackups value="10"/>
      <maximumFileSize value="1MB"/>
      <staticLogFileName value="true"/>
      <layout type="log4net.Layout.PatternLayout">
        <conversionPattern value="[%date] [%thread] [%-5level] [%logger] %message%newline"/>
      </layout>
    </appender>
  </log4net>
  <root>
    <level value="DEBUG"/>
  </root>
</configuration>
```

Utility Configuration File

NOTE: It is **STRONGLY** recommended that you make a backup of this file prior to making any changes.

Using SSL

These steps require that an SSL Certificate or Certificates have ALREADY been installed on the appropriate webserver(s). Work with your System Administrator to ensure that the certificate(s) have been installed.

Changing Web.Config files

NOTE: This manual process is generally NOT necessary. Please see **Manage Advanced Mobile Server Instance SSL Settings** on page 55 for using the Advanced Mobile Config Utility for this step

On the App Server there are three things that need to be changed in the Inventory and Work Web.config files. One thing that needs to be changed in the Core web.config file.

- ☞ Navigate to the root directory of the active website files. Your path is likely to look something like this:

```
C:\Program Files (x86)\Blue Dot\Advanced Mobile for Infor EAM  
Server\Instances\{INSTANCE}
```

- ☞ At this location you will find the following folders: **AMCoreWeb**, **AMInventoryWeb** and **AMWorkWeb**

Security Mode

- ☞ Change security mode in the **AMCoreWeb**, **AMInventoryWeb** and **AMWorkWeb** to 'Transport' in order to enable SSL (2 in Inventory and work, 1 in core)

```
<security mode="Transport" />
```

Endpoint Address

- ☞ Change the endpoint address="mex" to https binding (3 places in inventory and work)

```
<endpoint address="mex" binding="mexHttpsBinding"  
contract="IMetadataExchange" />
```

httpsGetEnabled

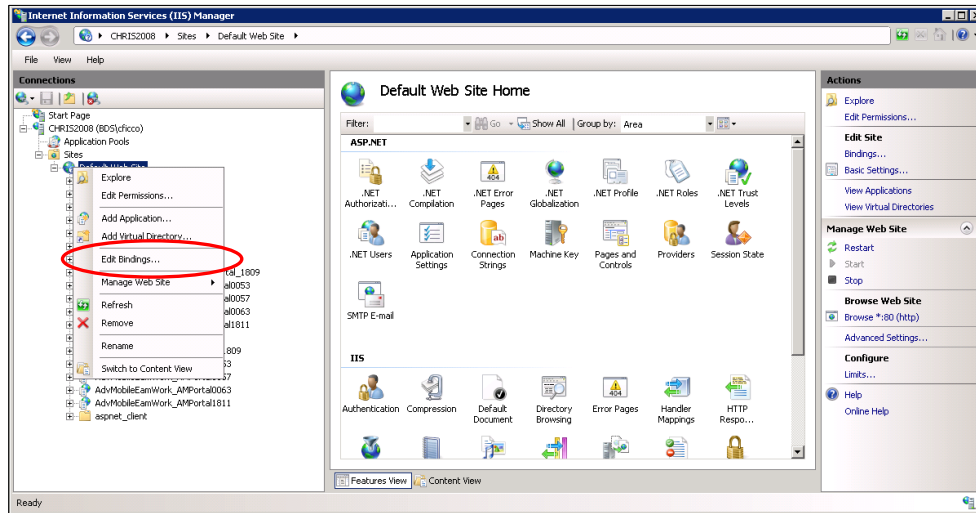
- ☞ Change httpGetEnabled to httpsGetEnabled (once in inventory and work)

```
<serviceMetadata httpsGetEnabled="true" />
```

Configuring IIS

Creating the HTTPS Binding

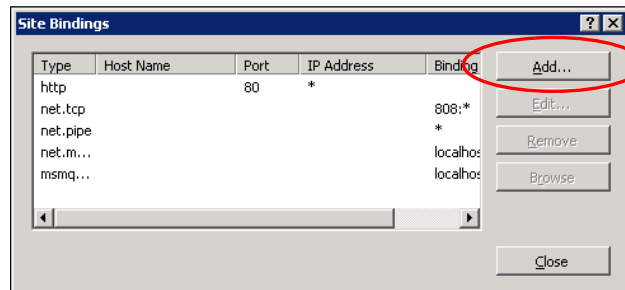
From the IIS Manager right-click the **Default Web Site**



Edit Default Website Settings

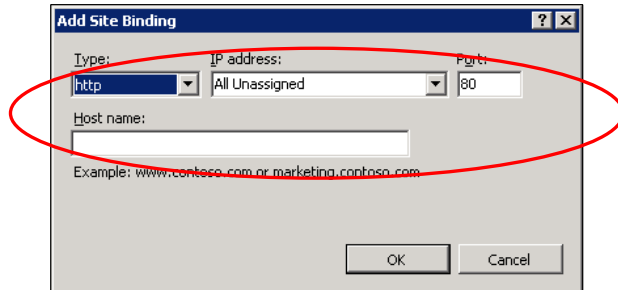
Select **Edit Bindings**

If **https** is listed as one of the bindings, you're done, if not, click **Add**



Adding HTTPS Binding

- Select the dropdown and choose **https**



Selecting HTTPS Binding

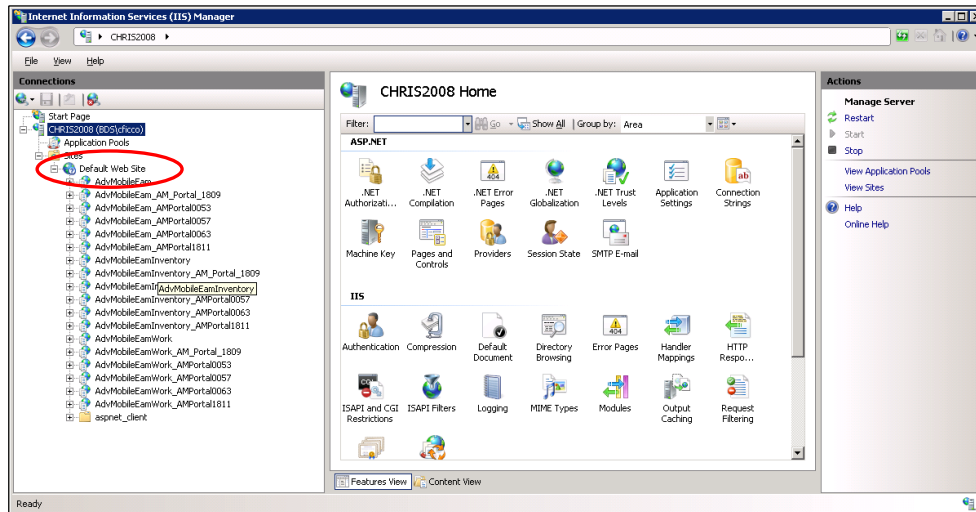
- Where applicable, specify the IP address and designate the appropriate Port
- Enter/select the **Host name** for the SSL Certificate

NOTE: Work with your System Administrator on what these values are

- Click **OK**

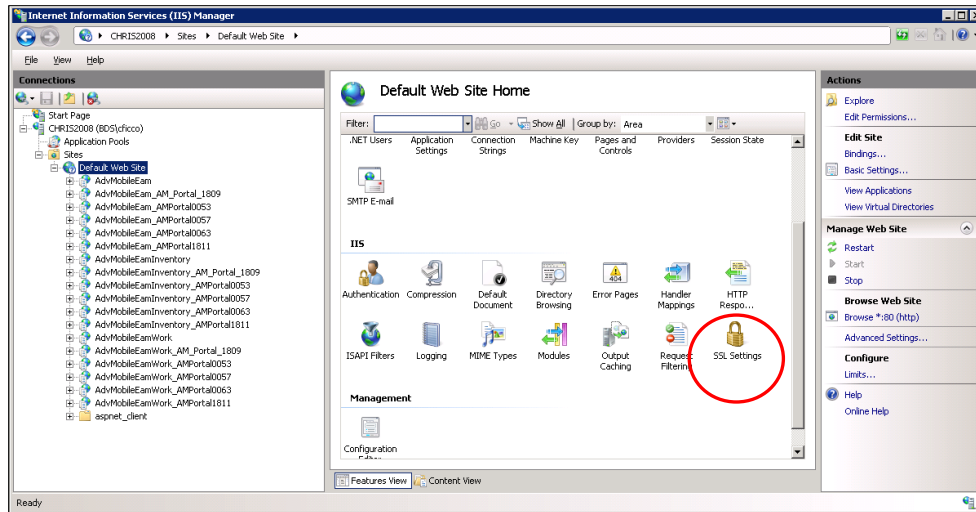
Configuring SSL

- From the **IIS Manager** select the **Default Web Site**



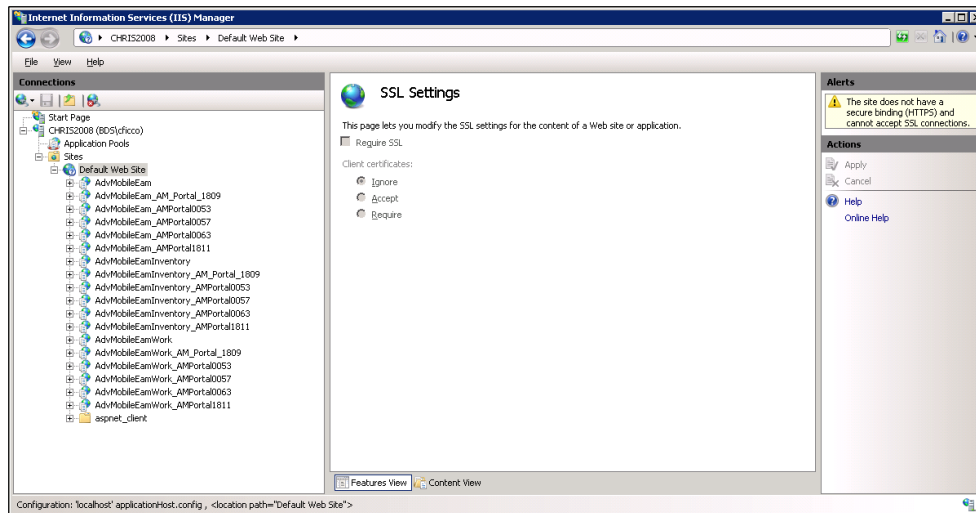
Selecting the Default Website

- Click on **SSL Settings**



Selecting SSL Settings

Select the **SSL Checkbox**



Viewing SSL Settings

- ☞ Click Open Feature
- ☞ Check the “Require SSL” check box
- ☞ Select “Ignore” on Client Certificates
- ☞ Go to bindings on the default web site and ensure 443 is bound to https
- ☞ Add the site certificate and also bind it to the 443 binding

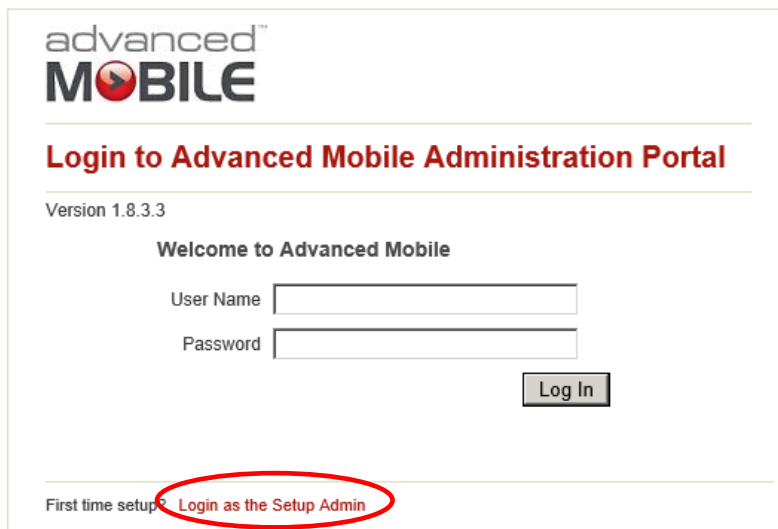
☞ Make sure the certificate is there highlight the https click Edit and verify

Administration Portal Installation & Configuration

The Advanced Mobile Administration Portal contains all setup options for the Advanced Mobile Server. From here you can License Devices, inspect your AM configuration, check the status of your Advanced Mobile application server, configure the integration between EAM and Advanced Mobile, run the Work Management integration layer and configure the Advanced Mobile device install(.CAB) files.

Initial Login

For the initial setup bypass the Portal login by clicking **Login as Setup Admin**



advanced™
MOBILE

Login to Advanced Mobile Administration Portal

Version 1.8.3.3

Welcome to Advanced Mobile

User Name

Password

First time setup [Login as the Setup Admin](#)

Advanced Mobile Portal - Login

NOTE: This will grant you access to the Portal prior to any administrative users being set up.

- ☞ The AM Admin Portal main screen should load up. If it does not, please see the **Troubleshooting** on page **120**

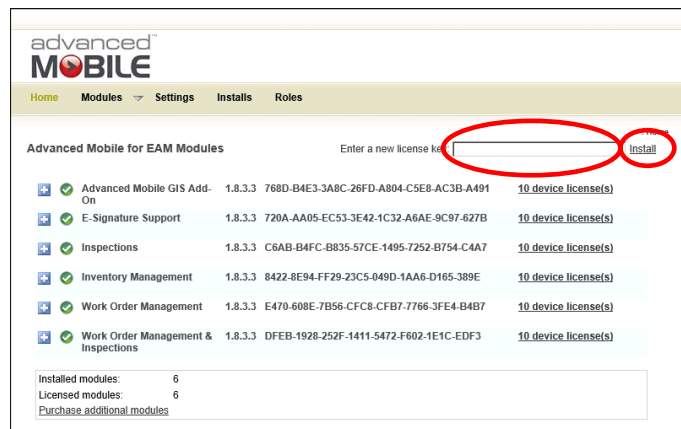


Advanced Mobile Portal – Home

Installing License Keys

Each Module is displayed with the currently installed version and license status.

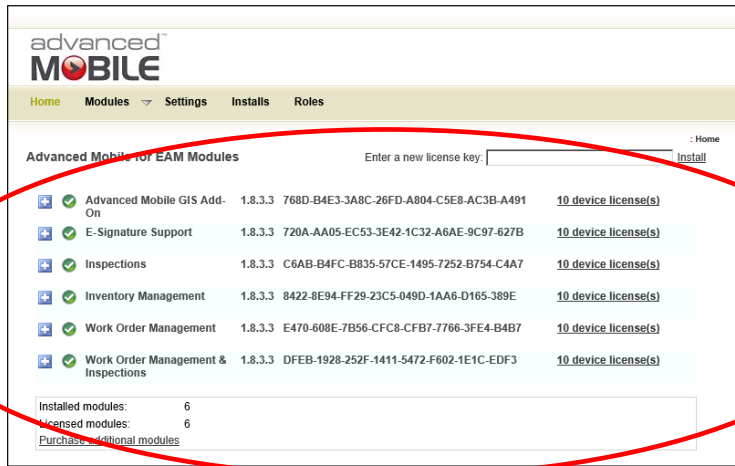
- ☞ Locate your **EAM Server Module License Key** or contact your Blue Dot Support to confirm your **License Key**
- ☞ Input the **License Key** in the entry text box



Installing a License Key

- ☞ Click **Install**
- ☞ The screen will update with the latest license information

NOTE: See *Error Installing Valid Licenses* on page 124 if you encounter difficulties

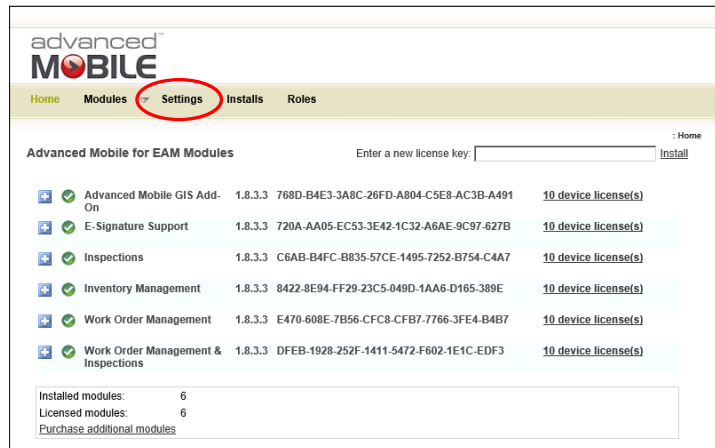


Installed License Keys

☞ Repeat this process for each of your valid license keys

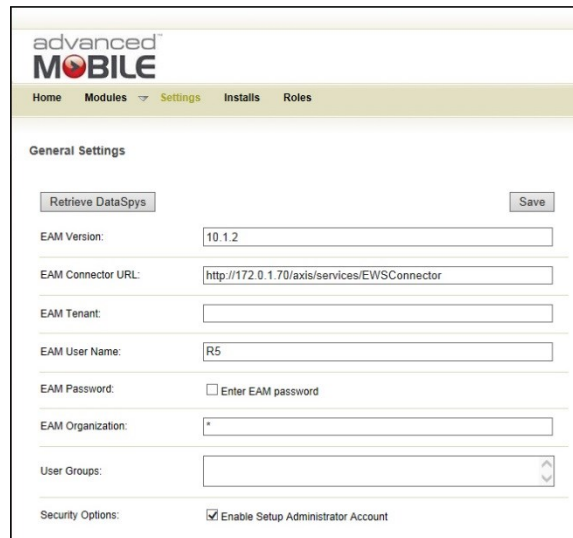
Settings

☞ From the Home page of the Admin Portal, select Settings



Admin Portal Home Page

☞ You should see the following screen



Advanced Mobile Settings Page

The Advanced Mobile settings are organized into five sections:

- General Settings
- Inventory Management Module Settings
- Inventory Email Notification Settings
- Work Order Management Module Settings
- Work Order management Email Notification Settings

NOTE: Fill out the User Group setting before running the inspector.

Follow the instructions on this page to run the inspector. Any warnings or errors will affect the functionality of **Advanced Mobile Admin Portal**.

General Settings

The general settings section *must* be completed prior to running the **Configuration Inspector** and using the **AM Administration Portal**, and your Infor **EAM Server** must be installed.

EAM Version:	<input type="text" value="10.1.2"/>
EAM Connector URL:	<input type="text" value="http://172.0.1.70/axis/services/EWSConnector"/>
EAM Tenant:	<input type="text"/>
EAM User Name:	<input type="text" value="R5"/>
EAM Password:	<input type="checkbox"/> Enter EAM password
EAM Organization:	<input type="text" value="*"/>
User Groups:	<input type="text"/>
Security Options:	<input checked="" type="checkbox"/> Enable Setup Administrator Account

Configuration Inspector Main View

- ☞ **REQUIRED** - Indicate the **Infor EAM Version** you are using (8.2, 8.3, 8.4, 8.5, 10.0, 10.1, 10.1.2)

EAM Version:	<input type="text" value="10.2"/>
--------------	-----------------------------------

Settings – EAM Version

NOTE: Contact your Sales Rep to confirm your version if you do not know it.

- ☞ **REQUIRED** – Complete the **EAM Connector URL**. The **Connector URL** is used by Advanced Mobile to communicate with your **EAM Server**. You should only have to alter the `[ServerName]` field and add a `[Port]` if one was created for your **EAM Server**

[http://\[ServerName\]:\[Port\]/axis/services/EWSConnector](http://[ServerName]:[Port]/axis/services/EWSConnector)

EAM Connector URL:	<input type="text" value="http://infor10oracletest.bluedotsolutions.com:7878/axis/services/EW"/>
--------------------	--------------------------------------------------------------------------------------------------

Settings – EAM Connector URL

NOTE: **Infor** should have already installed your **EAM Server** instance. Contact your System Administrator or Sales Rep if you do not know your Connector URL.

- ☞ **OPTIONAL** – Specify the **EAM Tenant** Indicate your Infor EAM tenant here.

EAM Tenant:	<input type="text" value="DEMOEAM"/>
-------------	--------------------------------------

Settings – EAM Tenant

NOTE: Infor should have already established your EAM Tenant. Contact your System Administrator or Infor Sales Representative if you do not know your EAM Tenant.

☞ **REQUIRED** – Indicate the **EAM User Name** that will act as your Advanced Mobile administrator login account.

EAM User Name:	<input type="text" value="R5"/>
----------------	---------------------------------

Settings – EAM User Name

NOTE: The default username is R5. This could have been disabled and/or a specific user created in the EAM server for administration. Contact Infor and/or your System Admin if you do not know the EAM Username and Password.

☞ **REQUIRED** – Check the **EAM Password** box to expose the Password Change text boxes

EAM Password:	<input type="checkbox"/> Change the password
---------------	----------------------------------------------

Settings – EAM Change Password Checkbox

☞ **REQUIRED** – Input the **EAM Password** for the EAM user that will act as your Advanced Mobile administrator.

NOTE: This is the ADVMOBILE user in EAM referenced in the **Validating Data Grid and Data Spy Creation** [Creating SQL Deployment Scripts for Manual DB Deployment](#) section on page 42.

You enter the PW the first time by checking Change the password and entering it. This is also where you come to update the password if it has been changed in EAM. Changing the password here does not update it in EAM, it merely updates what password we call to the EAM system with?

	<input checked="" type="checkbox"/> Change the password
EAM Password:	Enter new EAM password: <input type="text"/>
	Confirm new EAM password: <input type="text"/>

Settings – EAM Change Password Fields

☞ **REQUIRED** - **EAM Organization** indicates the organization of the previously provided user name that will act as your Advanced Mobile Administrator

EAM Organization:

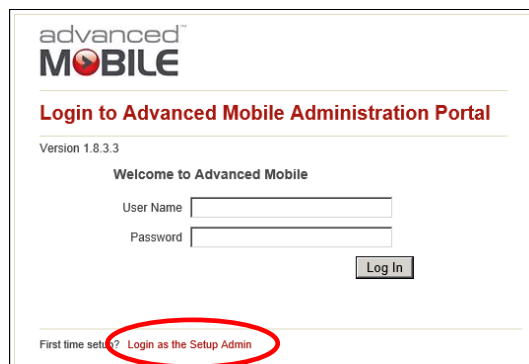
Settings – EAM Organization

NOTE: By default you may be able to use "*" as your organization, but contact your System Administrator or Infor if you are unsure.

- ☞ **User Groups** – Indicate all Infor EAM user groups containing Advanced Mobile users.
- ☞ **Security Options** – Un-checking this box will REMOVE the **Login as the Setup Admin** link

Security Options: Enable Setup Administrator Account

Advanced Mobile Portal – General Settings



Advanced Mobile Portal – Login As Setup Admin Link

Warning: DO NOT uncheck this until you have confirmed you can login to the Advanced Mobile Admin Portal with the user provided above. Un-checking this value will require a valid Infor user name and password to login to the Portal.

Inventory Management Module Settings

If you are not licensed for the **Inventory Management** module, you can skip this section.

Inventory Management Settings	
InventoryWebApplicationRootDirectory	c:\Program Files\Blue Dot\Advanced Mobile EAM\Inventory 1.0\Site\
PartReturnDays	14
PrintBarcodeLabels	True
BSAUTH_HDR_DataSpyID	105253
BSDEVS_DataSpyID	105254
BSGROU_SSC_DataSpyID	105255
BSUSER_UOG_DataSpyID	105256
LVFLCC_DataSpyID	105257
LVFLPERS_DataSpyID	105258
LVIRACT_DataSpyID	105259

Settings – Inventory Management

☞ On your local machine, navigate to where you installed your AM Admin Portal instance

☞ The default value should be:

```
{Default Installation Directory}\Instances\{InstanceName}\AMInventoryWeb\
```

☞ An example value could look like this:

```
C:\Program Files (x86)\Blue Dot\AdvancedMobile for Infor EAM Server\Instances\Advanced_Mobile_Eam_Server\AMInventoryWeb\
```

NOTE: Be certain to have a backslash at the end of your path

☞ Input this value exactly in the **InventoryWebApplicationRootDirectory** field

☞ In the **PartReturnDays** field, set the number of days users will have to return parts

☞ In the **PrintBarcodeLabels** field, set whether or not your system will allow Barcode Labels (True/False)

☞ Only Infor/Blue Dot personnel should ever manually alter the remaining DataSpy fields. These are generally populated once you run the **Retrieve DataSpys** command

NOTE: See **Retrieve DataSpys** on page **84** for this process and only run the **Retrieve DataSpy** process **AFTER** all Settings have been updated properly

☞ Move on to the next Config section

Inventory Management Email Notification Settings

☞ Contact your System Administrator and get the following values:

- **SMTP Server**
- **SMTP Port**
- **Server Notification Email Address(es)**
- **Email Notification From Address**

Email Notification Settings

SMTP Server:

SMTP Port:

Server Notification Email Address(es)
(; delimited):

Email Notification From Address:

Inventory Management Email Settings

☞ Populate these fields accordingly

Work Order Management Module Settings

If you are not licensed for the **Work Order Management** module, you can skip this section.

Work and Inspection Settings	
Work Web Application Root Directory:	C:\Program Files\Blue Dot\Advanced Mobile EAM\Work Order Mana
Quarantine Url:	http://eamsafeinteg.bluedotsolutions.com/AdvMobileEamWork/Integi
SMTP Server:	mail.bluedotsolutions.com
SMTP Port:	25
Snapshot Path:	.
Options:	<input checked="" type="checkbox"/> Enforce Concurrency
Email Log Interval (Minutes):	720
LVMATLPART_DataSpyID:	105397

Work and Inspection Settings

NOTE: By default these fields will be blank. You will need to identify the appropriate values to include here. Please refer to your EAM installation and your Operations group for specifics on these values. Additional information is also found below.

- ☞ On the local machine, navigate to where you installed your AM Administration Portal instance

Work Web Application Root Directory:	C:\Program Files\Blue Dot\Advanced Mobile EAM\Work Order Mana
--------------------------------------	---------------------------------------------------------------

Work and Inspection Settings – Root Web Directory

- ☞ The default value should be:

```
{Default Installation Directory}\Instances\{InstanceName}\AMWorkWeb\
```

- ☞ An example value could look like this:

```
C:\Program Files (x86)\Blue Dot\AdvancedMobile for Infor EAM Server\Instances\Advanced_Mobile_Eam_Server\AMWorkWeb\
```

- ☞ The default value should be populated, requiring only the **EAM Server Name ([ServerName])**, which should be the same as what you used when you installed this instance of the EAM Server

Quarantine Uri:	<input type="text" value="http://[ServerName]/AdvMobileEamWork/integration/quarantine.aspx"/>
-----------------	-----------------------------------------------------------------------------------------------

Work and Inspection Settings – Quarantine URL

- ☞ Contact your System Administrator and get the following values:

- **SMTP Server**
- **SMTP Port**

SMTP Server:	<input type="text"/>
--------------	----------------------

Work and Inspection Settings – SMTP Server

SMTP Port:	<input type="text" value="25"/>
------------	---------------------------------

Work and Inspection Settings – SMTP Port

- ☞ Specify the **Snapshot Path** on the server where the .sdf (used when running Work Management requests and initializing data) is constructed before sent to device.

Snapshot Path:	<input type="text" value="."/>
----------------	--------------------------------

Work and Inspection Settings – Snapshot Path

NOTE: It is recommended to leave this value as is

- ☞ Check or uncheck **Enforce Concurrency** to manage if the system will determine if records on EAM are newer than those on the device.

Options:	<input type="checkbox"/> Enforce Concurrency
----------	----------------------------------------------

Work and Inspection Settings – Options (Enforce Concurrency)

NOTE: It is recommended to leave this value **UNCHECKED**

In cases where concurrency is checked, it will quarantine device records with a concurrency error if they are newer.

- ☞ The default **Email Log Interval** value is acceptable. However, check with your System Administrator to see if a change is requested/required for your environment

Email Log Interval (Minutes):	<input type="text" value="720"/>
-------------------------------	----------------------------------

Work and Inspection Settings – Email Log Interval

- ☞ **LVMATPART** should be left alone, as it will be populated once the DataSysps function is run

LVMATLPART_DataSpyID:	<input type="text" value="105397"/>
-----------------------	-------------------------------------

Work and Inspection Settings – LVMATPART

NOTE: See **Retrieve DataSysps** on page **84** for this process and only run the **Retrieve DataSpy** process **AFTER** all Settings have been updated properly

Work Order Management Email Notification Settings

- ☞ Contact your System Administrator and get the following values:

- **SMTP Server**
- **SMTP Port**
- **Server Notification Email Address(es)**
- **Email Notification From Address**

Email Notification Settings	
SMTP Server:	<input type="text"/>
SMTP Port:	<input type="text" value="25"/>
Server Notification Email Address(es) (; delimited):	<input type="text"/>
Email Notification From Address:	<input type="text"/>

Work Order Management Email Settings

Work Order Management Module Settings

If you are not licensed for the **Work Order Management** module, you can skip this section.

Work and Inspection Settings	
Work Web Application Root Directory:	C:\Program Files\Blue Dot\Advanced Mobile EAM\Work Order Mana
Quarantine Url:	http://eamsafeinteg.bluedotsolutions.com/AdvMobileEamWork/Integi
SMTP Server:	mail.bluedotsolutions.com
SMTP Port:	25
Snapshot Path:	.
Options:	<input checked="" type="checkbox"/> Enforce Concurrency
Email Log Interval (Minutes):	720
LVMATLPART_DataSpyID:	105397

Work and Inspection Settings

- ☞ On your local machine, navigate to where you installed your EAM Administration Portal instance
- ☞ Replace the **Work Web Application Root Directory** default value depicted below with the installation directory of your AM Portal Work Management web root

Work Web Application Root Directory:	C:\Program Files\Blue Dot\Advanced Mobile EAM\Work Order Mana
--------------------------------------	---------------------------------------------------------------

Work and Inspection Settings – Root Web Directory

- The working value should be:

```
{Default Installation Directory}\Instances\{InstanceName}\AMWorkWeb\
```

- An example value could look like this:

```
C:\Program Files (x86)\Blue Dot\AdvancedMobile for Infor EAM Server\Instances\Advanced_Mobile_Eam_Server\AMWorkWeb\
```

- ☞ The default value should be populated, requiring only the **EAM Server Name ([ServerName])**, which should be the same as what you used when you installed this instance of the EAM Server

Quarantine Uri:	<input type="text" value="http://[ServerName]/Acq/MobileEamWork/integration/quarantine.aspx"/>
-----------------	------------------------------------------------------------------------------------------------

Work and Inspection Settings – Quarantine URL

- ☞ Contact your System Administrator and get the following values:

- **SMTP Server**
- **SMTP Port**

SMTP Server:	<input type="text"/>
--------------	----------------------

Work and Inspection Settings – SMTP Server

SMTP Port:	<input type="text" value="25"/>
------------	---------------------------------

Work and Inspection Settings – SMTP Port

- ☞ Specify the **Snapshot Path** on the server where the .sdf (used when running Work Management requests and initializing data) is constructed before sent to device.

Snapshot Path:	<input type="text"/>
----------------	----------------------

Work and Inspection Settings – Snapshot Path

NOTE: It is recommended to leave this value as is

- ☞ Check or uncheck **Enforce Concurrency** to manage if the system will determine if records on EAM are newer than those on the device.

Options:	<input type="checkbox"/> Enforce Concurrency
----------	----------------------------------------------

Work and Inspection Settings – Options (Enforce Concurrency)

NOTE: It is recommended to leave this value **UNCHECKED**

In cases where concurrency is checked, it will quarantine device records with a concurrency error if they are newer.

- ☞ The default **Email Log Interval** value is acceptable. However, check with your System Administrator to see if a change is requested/required for your environment

Email Log Interval (Minutes):	<input type="text" value="720"/>
-------------------------------	----------------------------------

Work and Inspection Settings – Email Log Interval

- ☞ **LVMATPART** should be left alone, as it will be populated once the DataSpys function is run

LVMATLPART_DataSpyID:	<input type="text" value="105397"/>
-----------------------	-------------------------------------

Work and Inspection Settings – LVMATPART

NOTE: See **Retrieve DataSpys** on page 84 for this process and only run the **Retrieve DataSpy** process **AFTER** all Settings have been updated properly

Work Order Management Email Notification Settings

- ☞ Contact your System Administrator and get the following values:

- **SMTP Server**
- **SMTP Port**
- **Server Notification Email Address(es)**
- **Email Notification From Address**

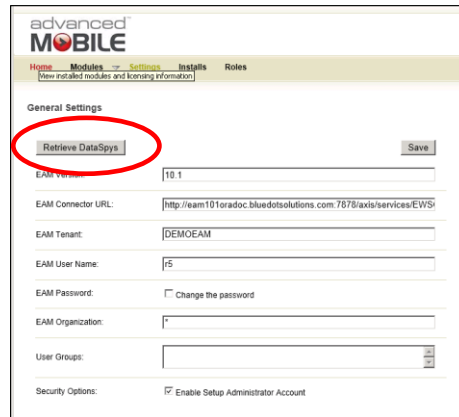
Email Notification Settings	
SMTP Server:	<input type="text"/>
SMTP Port:	<input type="text" value="25"/>
Server Notification Email Address(es) (; delimited):	<input type="text"/>
Email Notification From Address:	<input type="text"/>

Work Order Management Email Settings

Retrieve DataSpys

NOTE: This will not be successful until the Grid Scripts have been run against the EAM Server. Please see section **Implementing the EAM Oracle or SQL Grid Scripts** on page 20 for more information

- Once all **Settings** have been populated correctly, click the **Retrieve DataSpys** button to populate all values

The screenshot shows the 'General Settings' page in the Advanced Mobile Admin Portal. The page title is 'advanced MOBILE'. The navigation menu includes 'Home', 'Modules', 'Settings', 'Installs', and 'Roles'. Below the navigation, there is a 'General Settings' section with a 'Retrieve DataSpys' button circled in red. Other settings include 'EAM Version' (10.1), 'EAM Connector URL' (http://eam101oradoc.bluedotsolutions.com:7676/axis/services/EWS), 'EAM Tenant' (DEMOEAM), 'EAM User Name' (FS), 'EAM Password' (with a 'Change the password' checkbox), 'EAM Organization' (with a dropdown menu), 'User Groups' (with a dropdown menu), and 'Security Options' (with a checked 'Enable Setup Administrator Account' checkbox).

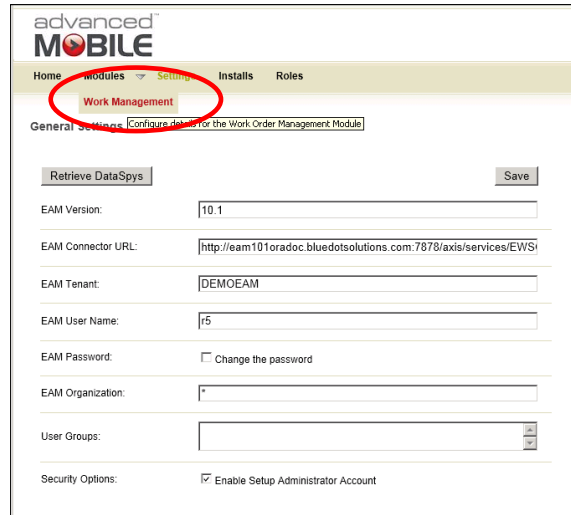
Inventory Management Email Settings

- All of the **{X}_DataSpyID** values on the **Settings** page should be populated once this process is run
- Review the entire **Settings** page and look for any error messages that apply to the modules you are licensed for
- Correct all errors accordingly, or contact **Infor** or **Blue Dot support** in cases where you are unable to resolve issues

Work Management Module Setup

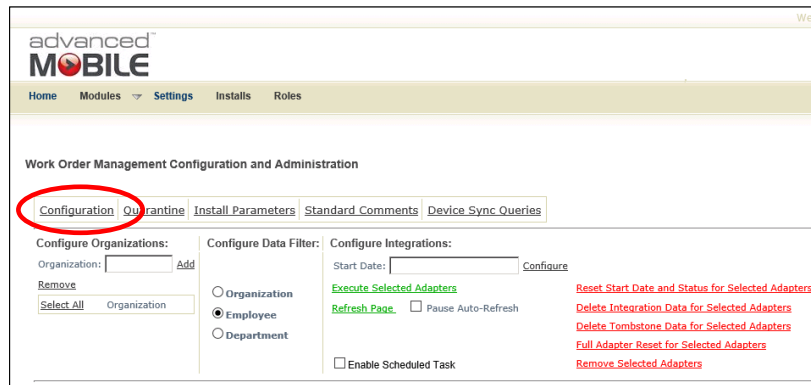
The Advanced Mobile Work Management mobile application synchronizes data from a staging database. This staging database must be populated with a current snapshot of the EAM database before being used.

☞ Select **Work Management** from the Modules sub-menu



Work Management Module – Selecting Configuration

☞ The system will take you to the Work Management **Configuration** area

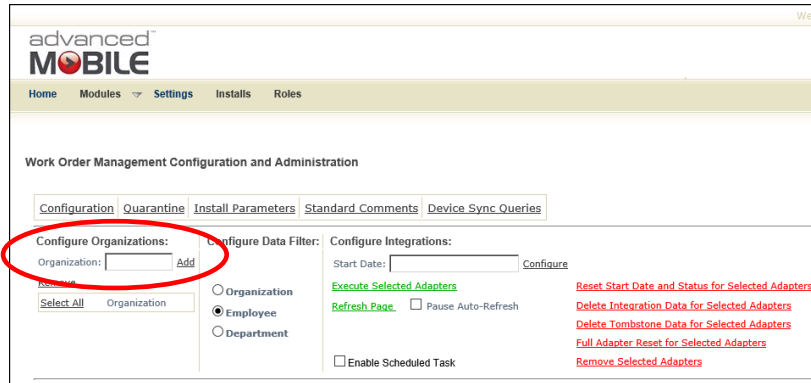


Work Management Module – Specifying Configuration

Defining Organizations

☞ Navigate to your AM Server and identify the Organization(s) that exist in your EAM Server that you need to be able to manage

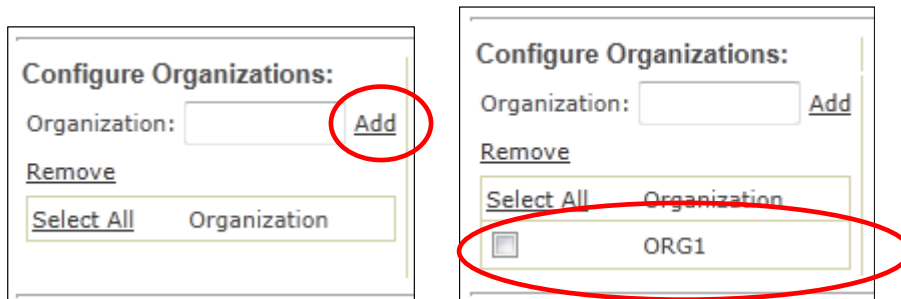
☞ Add those **Organizations** one at a time and click the **Add** button



Work Management Module – Specifying Configuration

NOTE: If you do not specify Organizations by name here exactly, then when you perform any tasks with the **Work Management** module, all Organizations in the AM server will be affected

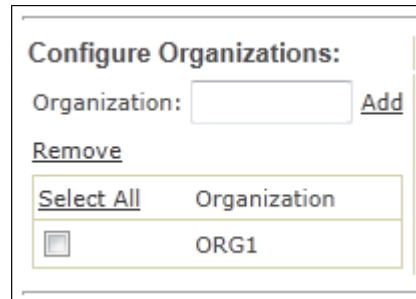
☞ Repeat this process for each **Organization** you wish to manage



Defined Organization

Configuring Data Filters

☞ **Check** one or more organizations or click the **Select All** option to acquire all data from all organizations



Configure Organizations:

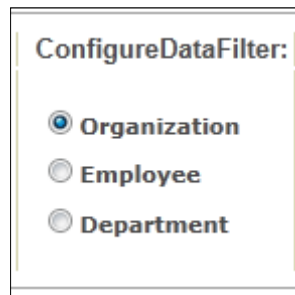
Organization: [Add](#)

[Remove](#)

Select All	Organization
<input type="checkbox"/>	ORG1

Work Management – Selecting Organizations

- ☞ Select one of the following filters for sending work orders to the device:



ConfigureDataFilter:

Organization

Employee

Department

Work Management – Specifying Group for Management

- **Organization** will sync all work orders for the specified organizations to the device
- **Employee** will only send work orders assigned to the employee of the user logged into the device
- **Department** will only send work orders assigned to the department of the employee of the user logged into the device

Configure Integration Features

- **Reset Start Date and Status for Selected Adapters** – Resets the 'Last Sync Anchor' to an earlier date for any integration point selected.
- **Delete Integration Data for Selected Adapters** – This command removes the integration data that has previously been pulled based upon the Start Date.
- **Delete Tombstone Data for Selected Adapters** – Clicking this removes any data which needs to be deleted off devices as it is no longer relevant.

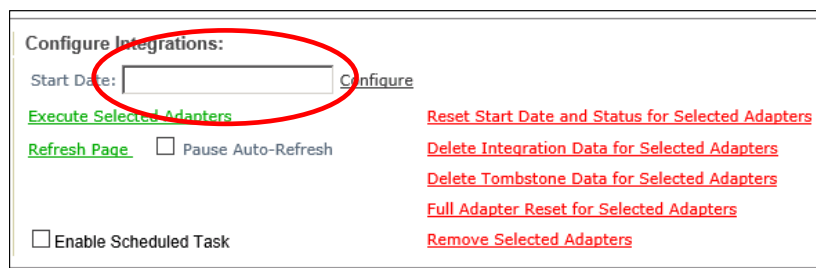
This may be Work Orders, History or Meter readings. By removing this data the user will ***not*** have the corresponding data deleted the next time they sync. The button should only be used if all devices have recently synchronized or if they intend to be re-initialized.

- **Full Adapter Reset for Selected Adapters** – This removes the adapters completely, including the data associated with them, and then re-instantiates them all.
- **Remove Selected Adapters** – This command eliminates the adapters completely from the database, and they are no longer pulled at any time.
- **Refresh Page** – Clicking this refreshes the web page and updates the status of any adapters that have run since the last page-refresh.
- **Select All** – Selects all integration points.

Configuring the Integrations

This function displays a list of all integration points. Each integration point represents a process where the Advanced Mobile server calls to the EAM server to retrieve the current snapshot and save to the staging database.

☞ Type the **Start Date** (use 1/1/1900) to indicate the earliest date for retrieving data



Configure Integrations:

Start Date: [Configure](#)

[Execute Selected Adapters](#) [Reset Start Date and Status for Selected Adapters](#)

[Refresh Page](#) Pause Auto-Refresh [Delete Integration Data for Selected Adapters](#)

Enable Scheduled Task [Delete Tombstone Data for Selected Adapters](#)

[Full Adapter Reset for Selected Adapters](#)

[Remove Selected Adapters](#)

Work Management – Entering Start Date

NOTE: This field will take virtually any valid DATE format

Click **Configure** to configure all integration points with the start date

Configure Integrations:

Start Date: Configure

[Execute Selected Adapters](#) Reset Start Date and Status for Selected Adapters

[Refresh Page](#) Pause Auto-Refresh Delete Integration Data for Selected Adapters

Delete Tombstone Data for Selected Adapters

Full Adapter Reset for Selected Adapters

Remove Selected Adapters

Enable Scheduled Task

Work Management – Configuring Data Filter

Running the Adapters (Integrations)

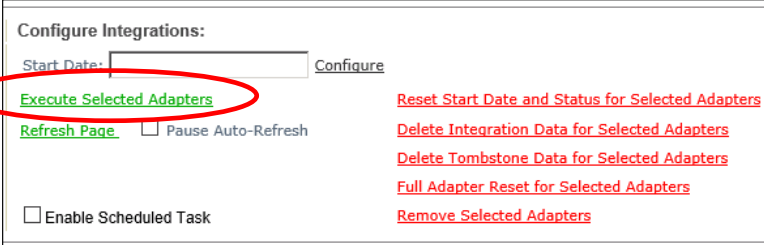
Click **Select All** to run all integrations

GridFunction	Table	Records	Tombstones	Interval (Days)	Runings	Last Sync	Status
WUCO/WUCOCD	ActionCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOUB	CaseCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOAS	CustomFieldAssociation	0	0	60	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOFA	CustomFieldLookup	0	0	60	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOFA	CustomFieldLookup	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Employee	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEB	Equipment	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOCH	Comment	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEH	EquipmentHistory	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOCH	Comment	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	EquipmentMeterReading	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	EquipmentMeter	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	EquipmentMeter	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	EquipmentSetup	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	FailureCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	LinkLookup	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Method	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	MethodCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	ResultType	0	0	60	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	WorkOrderType	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	MultiOrgSecurity	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	OccupationType	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Comment	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	PriorityCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	ProblemCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	SignatureType	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	StandardOrder	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	StatusAuthorization	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Standard	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Comment	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	TradeCode	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	EquipmentUP	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	OpenOrderFieldLookup	0	0	60	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	OpenOrderFieldLookup	0	0	60	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	WorkOrderUP	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Activity	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Comment	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	WorkOrderClass	0	0	30	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Comment	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Document	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	InspectorPoint	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Labor	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Material	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	Schedule	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A
WUCO/WUCOEM	WorkOrder	0	0	1	False	1/1/1901 12:00:00 AM N/A	N/A

Work Management – Select Integrations to be Executed

Or select one or more individual **Integrations** for Execution

- ☞ Click **Execute Selected Adapters** to begin the integration process



Configure Integrations:

Start Date: [Configure](#)

[Execute Selected Adapters](#) [Reset Start Date and Status for Selected Adapters](#)

[Refresh Page](#) Pause Auto-Refresh [Delete Integration Data for Selected Adapters](#)

Enable Scheduled Task [Delete Tombstone Data for Selected Adapters](#)

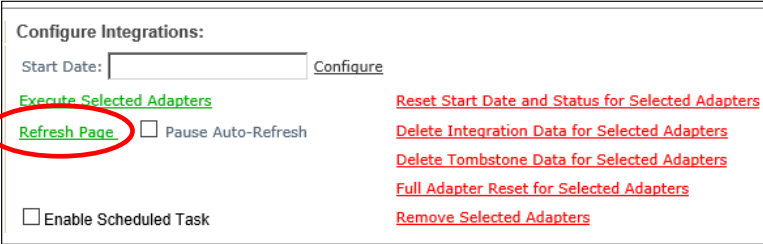
[Full Adapter Reset for Selected Adapters](#)

[Remove Selected Adapters](#)

Work Management – Execute Integrations

NOTE: The integration points will begin to fetch data from EAM and save into the Advance Mobile database.

- ☞ Confirm all points have completed successfully
- ☞ Click **Refresh** to update the status of the integration points.



Configure Integrations:

Start Date: [Configure](#)

[Execute Selected Adapters](#) [Reset Start Date and Status for Selected Adapters](#)

[Refresh Page](#) Pause Auto-Refresh [Delete Integration Data for Selected Adapters](#)

Enable Scheduled Task [Delete Tombstone Data for Selected Adapters](#)

[Full Adapter Reset for Selected Adapters](#)

[Remove Selected Adapters](#)

Configuration Refresh Link

- ☞ Do NOT click execute more than one time, and be advised that processing all of the Integrations the first time may take a while.
- ☞ Continue to click Refresh Page to watch the process continue as each individual Integration should show a **SUCCESS** message

☞ Your display should now have a **Success** message in the **Status** column:

Select All	Description:	Grid/Function:	Table:	Records:	Tombstones:	Interval (Min):	Running:	Last Sync Anchor:	Status:
<input type="checkbox"/>	Action Codes	WUACCO/WUACCO	ActionCode	2	0	30	False	10/16/2012 10:51:25 AM	Success
<input type="checkbox"/>	Cause Codes	WUCAUS/WUCAUS	CauseCode	2	0	30	False	10/16/2012 10:51:27 AM	Success
<input type="checkbox"/>	Custom Field Associations	WUCFAS/WUCFAS	CustomFieldAssociation	1015	0	60	False	10/16/2012 10:51:28 AM	Success
<input type="checkbox"/>	Custom Field Lookups	WUPRVA/WUPRVA	CustomFieldLookup	1924	0	60	False	10/16/2012 10:51:37 AM	Success
<input type="checkbox"/>	Custom Field Values	WUPRVA/WUPRVA	CustomFieldValue	6229	0	1	False	10/16/2012 10:51:45 AM	Success
<input type="checkbox"/>	Employees	WUEMPS/WUEMPS	Employee	5	0	30	False	10/16/2012 10:52:20 AM	Success
<input type="checkbox"/>	Equipment	OJOBJE/OJOBJE	Equipment	1501	0	30	False	10/16/2012 10:52:21 AM	Success
<input type="checkbox"/>	Equipment Comments	WUCOM4/WUCOM4	Comment	26	0	1	False	10/16/2012 10:52:42 AM	Success

Successfully Run Adapters

- ☞ If you receive errors you may need to run them one at a time.
- ☞ Confirm that the **Windows Scheduled Task** created earlier in this installation document is enabled and run it once, but only after all Adapters have completed this first extraction

NOTE: See *Enabling the Windows Scheduled Task on page 105 for more information, and the Scheduled Task should only be enabled AFTER all adapters have completed their first extraction*

Quarantine

Data is synchronized with the EAM database. If errors occur, the data record is quarantined, and the **Quarantine Manager** shows records that have failed to make it to EAM including: Transaction Type, Work Order Number, User

☞ Begin by selecting the **Quarantine** link

The screenshot shows the top navigation bar with tabs for Configuration, Quarantine, Install Parameters, and Standard Comments. The Quarantine tab is selected. Below the navigation bar are filter fields for Department Filter, Quarantined Reason, and Source Type. A Refresh List button is present. The main content area displays a list of quarantined transactions with columns for Transaction Detail and Quarantined Reason. The first transaction is circled in red, and its 'Edit' link is also circled in red.

Work Management – Quarantine

☞ To get more details click **Edit**

The screenshot shows a detailed view of a quarantined transaction. The left sidebar contains a list of transactions with 'Edit' links. The main content area displays a grid of fields for the selected transaction. The 'Equipment OrganizationId' field is circled in red. Below the grid is a 'Quarantined Reason' section containing a detailed error message.

Update work order 10080 for 12-0100 - Completed	AccountCode:		EquipmentTypeCode:	P	StartedDate:	
2.25 hours booked for RSTARR on Work Order 13280	ActionCode:	LASER	FailureCode:	PERF0	StatusCode:	C
1 hours booked for RSTARR on Work Order 13280	AssignedBy:		JobTypeCode:	BRKD	StatusDescription:	Completed
ISSUE	AssignedToEmployeeId:	DWHITE	LocationId:	PB10-BR01	SystemStatusCode:	R
	CauseCode:	TOOL	OrganizationId:	ORG1	TransactionDate:	3/14/2011 12:44:31 PM
	ClassId:		ParentWorkOrderId:		TransactionDepartmentId:	
	CompletedDate:		PriorityCode:		TransactionId:	1de326c4-30bb-4f9e-994
	CreatedByEmployeeId:		ProblemCode:		TransactionOrganization:	ORG1
	CreatedByName:	R5	ProcessNumber:		TransactionPassword:	UI3WILXqEeXVFEC+Ds:
	CreatedDate:	9/12/2001 12:00:00 AM	RecordId:	2	TransactionTimeZone:	-0600
	DepartmentId:	FAC1	ReportedDate:		TransactionUser:	DGOOD
	Description:	Check efficiency	RequestedStartDate:		TransactionWorkOrderId:	
	DowntimeHours:	3	ScheduledEndDate:	3/1/2006 12:00:00 AM	UpdatedByName:	DGOOD
	EquipmentDescription:	Site Heating	ScheduledStartDate:	3/1/2006 12:00:00 AM	UpdatedDate:	3/14/2011 12:44:31 PM
	EquipmentId:	12-0100	StandardWorkOrderId:		WorkOrderId:	10080
	Equipment OrganizationId:	ORG1				

Quarantined Reason:
 BlueDot.Integration.Actions.EntityActionException: The current status of this work order does not allow additions or modifications to this page. --->
 System.Web.Services.Protocols.SoapException: The current status of this work order does not allow additions or modifications to this page. at System.Web.Services.Protocols.SoapHttpClientProtocol.ReadResponse(SoapClientMessage message, WebResponse response, Stream responseStream, Boolean asyncCall) at System.Web.Services.Protocols.SoapHttpClientProtocol.Invoke(String methodName, Object[] parameters) at BlueDot.IFT.Integration.Services.MP0025.SyncWorkOrderService.SyncWorkOrderOp(MP0025_SyncWorkOrder_001 MP0025_SyncWorkOrder_001) at BlueDot.IFT.Integration.Actions.Work.SyncWorkOrder.ExecuteService(SyncWorkOrderService service, MP0025_SyncWorkOrder_001 request) at BlueDot.Integration.Actions.EntityWSAction`5.Execute(TEntity entity, IUserContext userContext) --- End of inner exception stack trace --- at BlueDot.Integration.Actions.EntityWSAction`5.ThrowActionException(SoapException ex) at BlueDot.Integration.Actions.EntityWSAction`5.Execute(TEntity entity, IUserContext userContext) at BlueDot.IFT.Integration.Adapters.TransactionAdapter`1.ExecuteTransactionAction(TAction,TActionEntity)(TActionEntity entity)

Work Management – Resubmit Quarantine Details

☞ To make corrections to the data, alter the data and click the **Resubmit** button or the **Delete** button if the record has been resolved in the EAM Server

Update work order 10080 for 12-0100 - Completed	AccountCode:		EquipmentTypeCode:	P	StartedDate:	
	ActionCode:	LASER	FailureCode:	PERF0	StatusCode:	C
2.25 hours booked for RSTARR on Work Order 13280	AssignedBy:		JobTypeCode:	BRKD	StatusDescription:	Completed
	AssignedToEmployeeId:	DWHITE	LocationId:	PB10-BR01	SystemStatusCode:	R
1 hours booked for RSTARR on Work Order 13280	CauseCode:	TOOL	OrganizationId:	ORG1	TransactionDate:	3/14/2011 12:44:31 PM
	ClassId:		ParentWorkOrderId:		TransactionDepartmentId:	
ISSUE Part: 10010 for Work Order: 13280 by DGOOD	CompletedDate:		PriorityCode:		TransactionId:	1de326c4-30bb-4f9e-994
	CreatedByEmployeeId:		PriorityDesc:		TransactionOrganization:	ORG1
ISSUE Part: 10003 for Work Order: 13280 by DGOOD	CreatedByName:	R5	ProblemCode:		TransactionPassword:	UI3WILXqEeXVFEC+Ds;
	CreatedDate:	9/12/2001 12:00:00 AM	ProcessNumber:		TransactionTimeZone:	-0600
ISSUE Part: 10003 for Work Order: 13280 by DGOOD	DepartmentId:	FAC1	RecordId:	2	TransactionUser:	DGOOD
	Description:	Check efficiency	ReportedDate:		TransactionWorkOrderId:	
ISSUE Part: 10003 for Work Order: 13280 by DGOOD	DowntimeHours:	3	RequestedStartDate:		UpdatedByName:	DGOOD
	EquipmentDescription:	Site Heating	ScheduledEndDate:	3/1/2006 12:00:00 AM	UpdatedDate:	3/14/2011 12:44:31 PM
ISSUE Part: 10003 for Work Order: 13280 by DGOOD	EquipmentId:	12-0100	ScheduledStartDate:	3/1/2006 12:00:00 AM	WorkOrderId:	10080
	EquipmentOrganizationId:	ORG1	StandardWorkOrderId:			
	<p>Resubmit Delete</p> <p>Quarantined Reason:</p> <p>BlueDot.Integration.Actions.EntityActionException: The current status of this work order does not allow additions or modifications to this page. ---> System.Web.Services.Protocols.SoapException: The current status of this work order does not allow additions or modifications to this page. at System.Web.Services.Protocols.SoapHttpClientProtocol.ReadResponse(SoapClientMessage message, WebResponse response, Stream responseStream, Boolean asyncCall) at System.Web.Services.Protocols.SoapHttpClientProtocol.Invoke(String methodName, Object[] parameters) at BlueDot.IFT.Integration.Services.MP0025.SyncWorkOrderService.SyncWorkOrderOp(MP0025_SyncWorkOrder_001 MP0025_SyncWorkOrder_001) at BlueDot.IFT.Integration.Actions.Work.SyncWorkOrder.ExecuteService(SyncWorkOrderService service, MP0025_SyncWorkOrder_001 request) at BlueDot.Integration.Actions.EntityWSAction`5.Execute(TEntity entity, IUserContext userContext) --- End of inner exception stack trace --- at BlueDot.Integration.Actions.EntityWSAction`5.ThrowActionException(SoapException ex) at BlueDot.Integration.Actions.EntityWSAction`5.Execute(TEntity entity, IUserContext userContext) at BlueDot.IFT.Integration.Adapters.TransactionAdapter`1.ExecuteTransactionAction(TAction,TActionEntity)(TActionEntity entity)</p>					

Work Management – Delete Quarantine Details

AM Portal Install Parameters

Advanced Mobile has a set of install parameters to configure how your Work Management application will behave.

☞ To manage the Installation Parameters, click the **Install Parameters** link

Parameter Id	Value	Description	
@DVCFLTR	@OrganizationId		Edit
AMAutoApproveInspections	True	True to update route status and approve inspection results when work order is completed, False otherwise.	Edit
AMAutoShowFinding	True	True to automatically show the findings screen when an invalid inspection point is entered, otherwise False.	Edit
AMDeviceCompleteStatus	FC,C,Q	Comma-separated list of status code(s) which will cause a work order to be removed from the device.	Edit
AMInspectionWOTypes	INSP		Edit
AreaDefaultGroup	Aspect	The default grouping on the inspection area summary screen (Aspect or Equipment)	Edit
DDF_Department_UserGroups		EAM User Groups which require a Department device data filter	Edit
DDF_Employee_UserGroups		EAM User Groups which require an Employee device data filter	Edit
DDF_Equipment_Disabled_UserGroups		EAM User Groups which do not require Equipment data on the device	Edit
DDF_Organization_UserGroups		EAM User Groups which require an Organization device data filter	Edit

Work Management - Install Parameters

☞ To change the values for any given **Parameter**, click the **Edit** button for that row

NOTE: It is HIGHLY RECOMMENDED that only Blue Dot technical personnel make modifications to these values.

Parameter Id	Value	Description
@DVCFLTR	@EmployeeId	DO NOT MODIFY - Set by the Sync Configuration Page for Device Data Filter
AllowEquipmentChange	FALSE	When true enables changing the equipment on a work order
AllowRemoveDocument	TRUE	When true, allows user to remove a document from a work order.
AMAutoApproveInspections	TRUE	True to update route status and approve inspection results when work order is completed, False otherwise.
AMAutoShowFinding	TRUE	True to automatically show the findings screen when an invalid inspection point is entered, otherwise False.
AMDeviceCompleteStatus	FC,C,Q	Comma-separated list of status code(s) which will cause a work order to be removed from the device.
AMInspectionWOTypes	INSP	Comma separated list of Job Types that are used for Inspection work orders.
AnchorSetbackMinutes	5	When running integrations, set the anchor back by this number of minutes to make sure time-sensitive changes are not missed.
AreaDefaultGroup	Aspect	The default grouping on the inspection area summary screen (Aspect or Equipment)

AssignWOUserGroups	R5	Defines the list of user groups allowed to reassign work orders.
AttachmentFileExtensions2007	DOCX,XLSX	Comma delimited list of file extensions that are for Office 2007 and later for IE10 compatibility (e.g. "DOCX,XLSX")
AutoDownloadDocuments	FALSE	When True, automatically download work order documents to each device.
AutoDownloadPrintDocuments	FALSE	When True, automatically download work order documents marked 'Print with Work Order.'
CameraApplicationPath	C:\Windows\System32\mspaint.exe	File system path for the camera application.
ChecklistEAM1012Mode	FALSE	When true, uses the 10.1.2+ EAM check list mode instead of comments for checklists
DDF_Department_UserGroups		EAM User Groups which require a Department device data filter
DDF_Employee_UserGroups		EAM User Groups which require an Employee device data filter
DDF_Equipment_Disabled_UserGroups		EAM User Groups which do not require Equipment data on the device
DDF_Organization_UserGroups		EAM User Groups which require an Organization device data filter
DefaultActivityId	10	The default Activity ID to use for booking labor when quick-completing a new work order. Common values are 1 or 10.
DefaultCompleteStatusCode	C	The default status code to automatically select on the Quick Complete and/or Closing Tab. If user does not have status authorization to set this code, this will be ignored.
DefaultCompleteStatusCodeEnabledForClosingTab	FALSE	Determines if the status code will automatically be set to the DefaultCompleteStatusCode for the Closing Tab screen. (True/False)
DefaultCompleteStatusCodeEnabledForQuickComplete	TRUE	Determines if the status code will automatically be set to the DefaultCompleteStatusCode for the Quick Complete screen. (True/False)
DefaultLanguage	EN	The default language code that will be used if the users language is unknown.
DefaultLanguageWorkOrder	EVNT	Work Order type for comments. Defaults to EVNT.
DefaultNewWorkOrderStandardWorkOrder		Default standard work order for new work orders
DefaultNewWorkOrderStatusCode		Default status code for new work orders
DefaultOccupationType	N	Default Occupation Type
DefaultPhotoPath	%USERMYPICTURERPATH%	Path where photos are saved from the camera application.
DefaultTabletInboxFilter	AssignTo	The default work order filter on the inbox. (AssignTo, Department, OverDue, Today, Scheduled, All)
DefaultWorkOrderEntryPoint	Activity	Default work order entry point (WO Details or Activity)
DeleteChildWOOnParentComplete	FALSE	When true, deletes all child work orders when the parent is completed
DeviceAttachmentMaxSize	5	The maximum document size in MB allowed to be uploaded or downloaded to a handheld.
DeviceAttachmentTypes	PDF,HTML,JPG,BMP,PNG,TXT,DOC,DOCX	Comma separated list of file types that can be downloaded for viewing on a device.
DisableCharacterByCharacterSearch	FALSE	Disables a search each time a character is entered to enhance barcode scanner performance
DisableNewWorkOrder	FALSE	When true hides the create work order button on the inbox
DisableStatusChangeForOpenInspections	TRUE	True to disable work order status changes if the work order has any open inspection points remaining. (True/False)
DisableWOHeaderJobType		Determines the job types that do not allow work order header updates

DisableWOStatusChangeJobTypes	MTR,ADM	Comma delimited list of work order job types. Work Order Status change is not allowed for these type of work orders.
DisallowedNewWorkOrderTypes	MTR,PM,INSP,ADM	List of job types which are not available for new job creation in Advanced Mobile.
DisplayQualitativeInspectionPoints	TRUE	When False hides qualitative inspection point input boxes
DocumentCleanupIntervalDays	7	Then number of days to wait before removing orphaned documents attachments on the device.
EditableAttachmentFileExtensions	DOC,DOCX,XLS,XLSX,TXT	Comma delimited list of file extensions that can be edited and reattached from the device (e.g. "DOC,XLS,TXT")
EnableInboxQuickComplete	TRUE	True to display quick complete option on Inbox. False to hide option on Inbox. (Tablet Only)
EnableOutOfServiceOnInspection	FALSE	When true, allows user to flag an asset as out of service during an inspection
EnableParts	TRUE	True to display parts from Inbox and parts tab in details. False to hide option on Inbox and Details view.
EqpHstCt	10	The number of history records that will be maintained for each piece of equipment.
EquipmentCustomFieldsShown		Comma separated list of subset of Equipment Custom Fields to be displayed in Advanced Mobile
EquipmentFieldsEditable	TRUE	True to allow users to update Equipment Custom Fields & UDFs, False otherwise
EquipmentSearchOption	3	How equipment can be searched. 1 = Basic, 2 = Advanced, 3 = All
EquipmentSearchOrganization	Default	Which organizations are searched for online equipment search. (Default = User default organization, All = All Organizations)
EquipmentUserDefFieldsShown	udfchar01, udfchar02, udfchar03, udfchar04, udfchar05, udfdate01, udfchar06, udfchar07, udfchar08, udfchar09, udfchar10, udfchar11, udfchar12, udfchar13, udfchar14, udfchar15, udfchar16, udfchar17, udfdate06, udfchar19, udfchar20, udfchar21, udfchar22	Comma separated list of subset of Equipment UDFs to be displayed in Advanced Mobile.
ESignatureEnabled	TRUE	Indicates if E-Signature Support is enabled for the Advanced Mobile system.
ESignatureLicenseKey		License Key for ESignature
FileUploadWhitelist	JPG,BMP,PNG,GIF	Comma separated list of file types that can be uploaded.
FilterWorkByTrade	FALSE	When true, only show work orders matching the user's trade.
ForcedSyncIntvIMult	100	Forces a new sync to occur if previous sync has been Running longer than this value x SyncIntervalMinutes
ForceEquipmentDownloadForEmployeeFilter	TRUE	Set to True/False to force/not force all Equipment records to be downloaded on every sync when using the Employee filter.

ForceEquipmentDownloadForEmployeeFilterTables	Equipment, EquipmentMeter, EquipmentMeterReading, EquipmentUdf	Comma-separated list of equipment-related tables to force to download for employee filter.
ForcePartValidation	FALSE	Forces validation for entered part ID
GenBadFinding	NO	The general finding code to use for bad inspection points.
GenGoodFinding	YES	The general finding code to use for good inspection points.
HiddenNewWOFields		Determines the fields that are hidden on a new work order
HideTimer	FALSE	Hide the timer control
IncrementalSyncClientTimeoutMilliseconds	300000	Sets the client timeout (ms) for incremental (non-re-initialize) sync requests. (AM default is 300000, .NET default is 100000)
InspApplyFindingValueDefaults	FALSE	Determines if the finding default values are applied for qualitative inspection points. (True/False)
InspBypassAvailable	FALSE	Determines if the bypass option is available for qualitative inspection points. (True/False)
InspBypassFinding		The general finding code to used to bypass inspection points.
InspBypassFindingValueDefault		The value to set to the inspection point when the InspBypassFinding is selected for qualitative points.
InspCommentRequired	TRUE	Determines if the user must enter a comment for a failed inspection point. (True/False)
InspCopyCommentsToNewWorkOrder	FALSE	Determines if the user must enter a comment for a failed inspection point. (True/False)
InspectionPointPrimarySort	EquipmentSequence	Primary sort to apply on the Inspection Point grid (allowed values: "EquipmentSequence" or "SequenceNumber")
InspectionsEquipmentSearchEnabled	TRUE	True to enable equipment search on the Inspection Point equipment grouping. (True/False)
InspectionsPopupConfirmationMessage	Inspection Point finding is out of range. Please contact the night supervisor.	If the InspectionsPopupWarningEnabled is true, then if the user confirms the value entered, display this message.
InspectionsPopupWarningEnabled	TRUE	True to enable popup messages for confirming recorded inspection values out of critical min/max range. (True/False)
InspGenBadFindingValueDefault		The value to set to the inspection point when the GenBadFinding is selected for qualitative points.
InspGenGoodFindingValueDefault		The value to set to the inspection point when the GenGoodFinding is selected for qualitative points.
InspSubFindPointTypeFilter	FALSE	Determines if sub findings are filtered by point type. (True/False)
InspSubFindPointTypeFilterPad	0	When InspSubFindPointTypeFilter is True, the number of characters to pad the PointType when applying the filter.
InspSubFindTypes	N	Determines if general or non-general finding codes are used for sub-findings. (A = All, G = General Only, N = Non-General Only)
LaborTradeFromActivity	FALSE	Default Labor Trade From Activity
LookupSyncIntSeconds	3600	Interval between sync attempts to download new and updated reference data to the device
Maps4AppsGisObjectId	GISOBJID	The name of the field that relates eam objects to map objects.
Maps4AppsMaxFlashSearchResults	100	The maximum number of search results for which the flash geometry function will be enabled in the map search results. Higher number degrades performance.
Maps4AppsMaxTotalSearchResults	500	The maximum number of search results that will be rendered on the map. Higher number degrades performance.

Maps4AppsMobileCacheDirectory	C:\ProgramData\Blue Dot\Maps	Set to the directory on the device where the ESRI ArcGIS Mobile mobile cache files are stored. Command Center default location: c:\ProgramData\Blue Dot\Maps\MobileCache.zip\
Maps4AppsPushpinAquaValues	INSP,INSP1	Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as an Aqua push-pin. (Use comma-separated list).
Maps4AppsPushpinBlueValues	CAL,CAP	Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as a Blue push-pin. (Use comma-separated list).
Maps4AppsPushpinGreenValues		Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as a Green push-pin. (Use comma-separated list).
Maps4AppsPushpinOrangeValues	RP	Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as an Orange push-pin. (Use comma-separated list).
Maps4AppsPushpinPurpleValues	CM,PM	Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as a Purple push-pin. (Use comma-separated list).
Maps4AppsPushpinRedValues	BRKD	Work orders with this attribute value (see Maps4AppsPushpinWorkOrderAttribute) will be displayed as a Red push-pin. (Use comma-separated list).
Maps4AppsPushpinWorkOrderAttribute	JobTypeCode	The attribute on the work order that maps to the push-pin color on the map. (JobTypeCode, StatusCode, PriorityCode)
Maps4AppsQueryEamDataForNearbyAssets	TRUE	When creating a work order, the application will look for nearby assets by querying the EAM Asset data for point assets with X/Y defined. (True/False)
Maps4AppsQueryMapForNearbyAssets	FALSE	When creating a work order, the application will look for nearby assets by querying the map cache for objects with a GISOBJID attribute. (True/False)
Maps4AppsUseGisObjectId	TRUE	When True, pass the GisObjectId. When False, pass the AssetId for identifying assets in map data.
MeterReadingEquipmentClasses		A comma delimited list of equipment classes that should be used to limit the equipment available for adhoc meter readings.
MeterReadingWorkOrdersEnabled	FALSE	When true enables creating work orders for adhoc meter readings
MeterReadingWorkOrderStatus	C	Defines the work order status used when creating work orders from adhoc meter readings
MeterReadingWorkOrderType	MILEAGE	Defines the work order type used when creating work orders from adhoc meter readings
MeterReadingWorkOrderUdfFields	UDFCHAR30,UDFCHAR29,UDFCHAR28,UDFCHAR27	Defines the work order UDFs used when creating work orders from adhoc meter readings
MeterWorkOrderJobTypes	MTR	Comma delimited list of work order job types for Meter jobs. Recording labor is not allowed for a work order with one of these job types.
MtrRdCt	10	The number of historical readings that will be maintained for each equipment meter.
NewWODepartmentFromUser	FALSE	When True sets the new work order department to the user's department
OnlyDisplayAssignedADMWorkOrders	TRUE	When true, only ADM work orders that are assigned to the current employee are displayed. When false, all ADM work orders are displayed.
PartQuantityMaxValue	0	Defines the maximum value entering part transaction quantities (0 for unlimited).
PreSyncCheckRecordCount	0	When non-zero checks the record limit count pre-incremental sync to determine if a device re-init is required
PrintWithDocument	FALSE	Indicates whether comments should be flagged Print With Document

QualMethodType	QUAL	Comma separated list of inspection methods that are qualitative.
QuantMethodType	QUAN	Comma separated list of inspection methods that are quantitative
QuarantineEmail_Default	change@me.com	The default email address for quarantined device transactions, can be a comma separated list
QuarantineRetentionDays	60	Number of days quarantine records will be retained before purge.
ReturnAnyParts	FALSE	When true allows the return of any part regardless of quantities issued
SearchLikeEAM	FALSE	True to have searches automatically filtered by the on screen value. Otherwise False
SearchSingleSelect	FALSE	True to have lookup select with one click instead of two. Otherwise False
SendWorkOrderReportedBy	TRUE	If True, when creating a new work order/work request, send the mobile user as Reported By.
SendWorkOrderReportedDate	TRUE	If True, when creating a new work order/work request, send the Reported Date.
SentTransactionSaveCount	25	Number of most recent non-pending transactions to save on the device
ShowIntegrationRecordCounts	TRUE	If True, the record count for each adapter will be visible in the SyncConfig.aspx page. If False, the record counts will not be calculated nor displayed.
ShowMecWorkOrdersInInbox	TRUE	Displays work orders of type MEC in inbox when set to true.
SnapshotSyncClientTimeoutMilliseconds	300000	Sets the client timeout (ms) for snapshot (re-initialize) sync requests. (AM default is 300000, .NET default is 100000)
SyncMecWorkOrder	FALSE	Includes work orders of type MEC during a mobile synchronization.
TabletAttachmentMaxSize	5	The maximum document size in MB allowed to be uploaded or downloaded to a tablet/pc
TabletAttachmentTypes	PDF,HTML,JPG,BMP,PNG,TXT,DOC,DOCX	Comma separated list of file types that can be downloaded for viewing on a tablet
TimeSheetDefaultOccupationType	X	Default Occupation Type for non-work-order labor entered on Timesheet view
TimesheetEntriesEnabled	TRUE	True to allow new non-work order labor to be booked on timesheet view. False to present read-only view
TimesheetHistoryNumWeeks	2	Number of historical weeks of labor that can be viewed or updated in timesheet view.
TimesheetViewEnabled	TRUE	True to display timesheet view. False to hide option on Inbox view.
TimesheetWeekStartDay	1	First day of the timesheet week, where Sunday=0,Monday=1,Tuesday=2.....,Saturday=6. Defaults to Monday.
TombstoneRetentionDays	7	Number of days tombstone records will be retained before purge.
TransactionSyncIntSeconds	60	Interval between sync attempts to upload transactions created on the device
UseEquipmentAssignTo	TRUE	When true, if a new work order is not assigned, assign it to the Assign To associated with the piece of Equipment.
UseStarDeptEquipment	FALSE	True/False to send Equipment in the * department to the device when the device data filter is @Department.
UseStarOrgEquipment	FALSE	True/False to send Equipment in the * organization to the device when the device data filter is @Organization.
VerifyNoOpenActivities	FALSE	When True, completion is only allowed if there are no open activities on the work order.
WOHeaderUserGroups		Determines the groups that are allowed to update work order headers

WorkCustomFieldsShown	AMPS0001, AMPSDSGN, BUS-01, BUS-02, BUS-03, BUS-04, CAPACITY, FLOORTYP, HP, INV0001, INV0002, INV0003, MH-01, MH-02, MH-03, NIMIN, PIPE-01, PIPE-02, PIPE-03, PIPE-04, PIPE-05, PIPE-06	Comma separated list of subset of Work Order Custom Fields to be displayed in Advanced Mobile
WorkOrderAutoAssign	FALSE	True to auto assign a new work order to the current employee. (True/False)
WorkOrderCompleteFieldsShown		Comma delimited list of udf elements to show on work order complete.
WorkOrderDetailEditFields		Comma separated list of work order detail fields that should allow editing. (Description, Statuscode, JobTypeCode, PriorityCode, ProblemCode, AssignedToEmployeeId, LocationId, ClassId)
WorkPage	WSJOBS	The page name of the Job screen to use. Defaults to WSJOBS if no value is provided.
WorkRequestStatus	Q	Comma separated list of possible work request status codes.
WorkSyncIntSeconds	120	Interval between sync attempts to download new and updated work to the device
WorkUDFEditable	TRUE	True to allow users to update Work Order Custom Fields & UDFs, False otherwise
WorkUserDefFieldsShown	udfchar01, udfchar02, udfchar03, udfchar04, udfchar05, udfdate01, udfchar06, udfchar07, udfchar08, udfchar09, udfchar10, udfchar11, udfchar12, udfchar13, udfchar14, udfchar15, udfchar16, udfchar17, udfdate06, udfchar19, udfchar20, udfchar21, udfchar22	Comma separated list of subset of Work Order UDFs to be displayed in Advanced Mobile

Standard Comments

Standard comments can be set up for default closing comments and display in the **Quick Complete** and **Close Work Order** functions of **Advanced Mobile Work Management** handheld and tablet applications.

☞ Click on the **Standard Comments** link

Comment Id	Short Description	Description		
1	Test Comment	This is a sample comment for testing.	Edit	Delete

Work Management - Standard Comments

☞ Populate the **Short Description** and **Description** fields *exactly* as you want them to appear on **EAM Work Management** handheld and tablet devices

☞ Click the **Add** button

Comment Id	Short Description	Description		
1	Test Comment	This is a sample comment for testing.	Edit	Delete

Work Management - Standard Comments

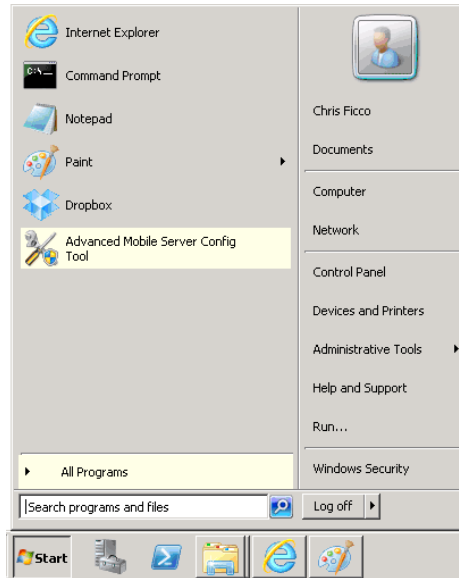
☞ To alter existing comments, click the **Edit** button

☞ To remove existing comments, click the **Delete** button

NOTE: Changing or removing values here will NOT affect records in the EAM Server that have been populated by these values.

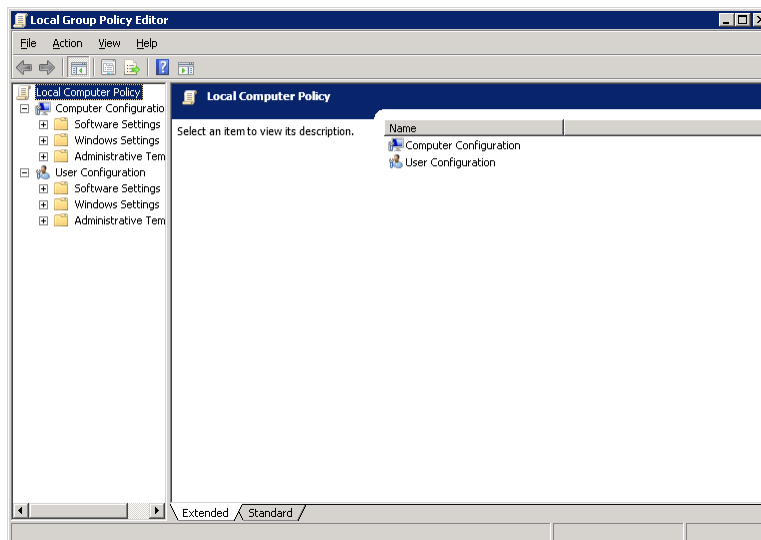
Forcing the Unload Policy

- Click the **Windows Start** button to expose the Search field



Windows Start Button

- In the **Search programs and files** field, type
GPEDIT.MSC
- Hit **ENTER** to start the GPEDIT user interface



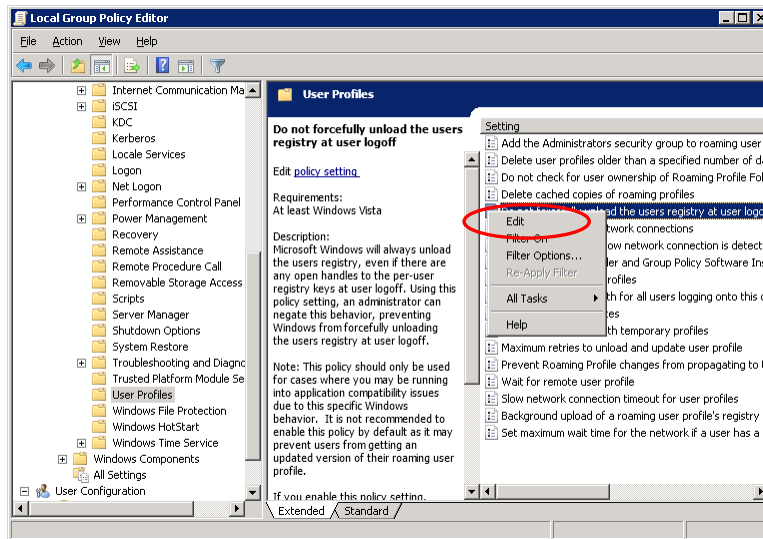
GPEDIT.MSC Main Screen

➤ Expand (navigate) the following function:

Computer Configuration > Administrative Templates > System > User Profiles

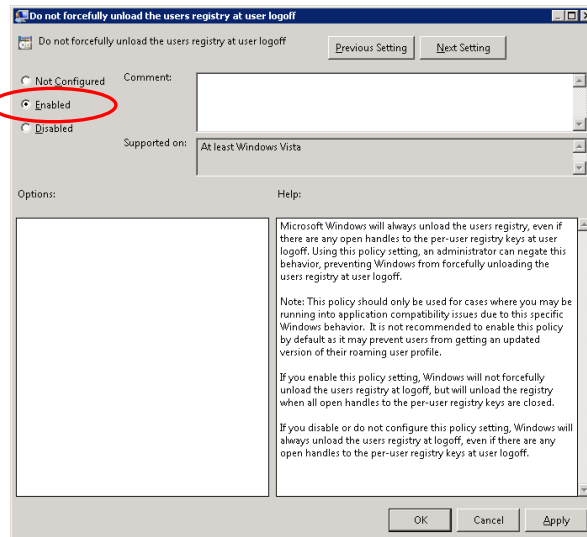
➤ Select the **Do not forcefully unload the users registry...** option

➤ Right-click this option to expose the **Menu** and select **Edit**



GPEDIT.MSC Edit Option

➤ Select **Enabled**



Enabling Force Unload-

- ☞ Click **Apply** to save the setting
- ☞ Click **OK** to close the interface

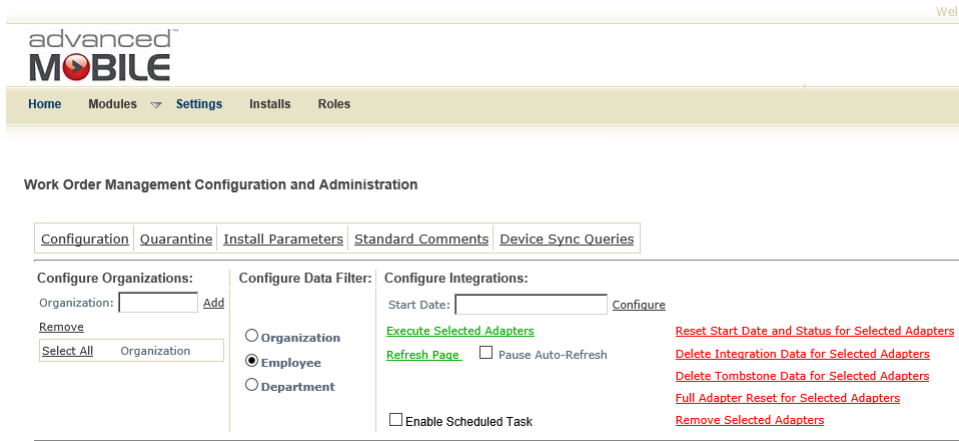
Enabling the Windows Scheduled Task

- ☞ **DO NOT** start the scheduled task until AFTER all integrations have been retrieved

NOTE: See *Running the Adapters (Integrations)* on page 90 for how to do this

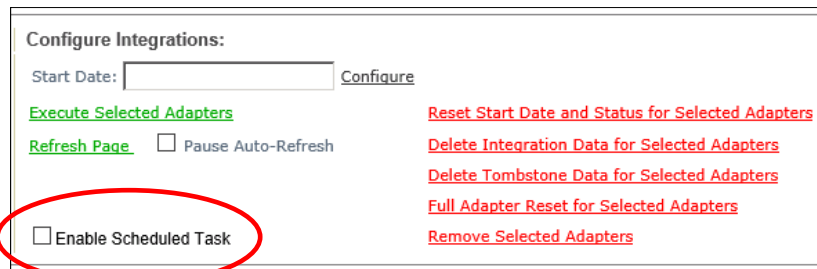
Using the AM Portal to Enable the Windows Scheduled Task

- ☞ Navigate to the **Advanced Mobil Settings Page**



AM Portal Configuration Page

- ☞ Select the **Enable Scheduled Task** checkbox

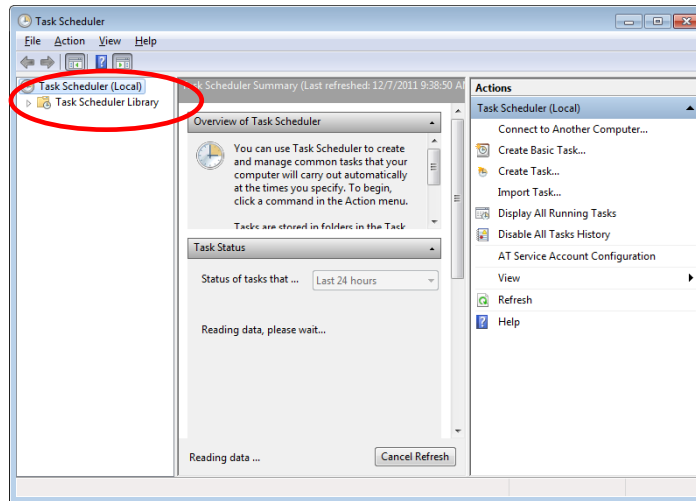


Work Management – Entering Start Date

- ☞ Refresh the page once to ensure that task stays selected

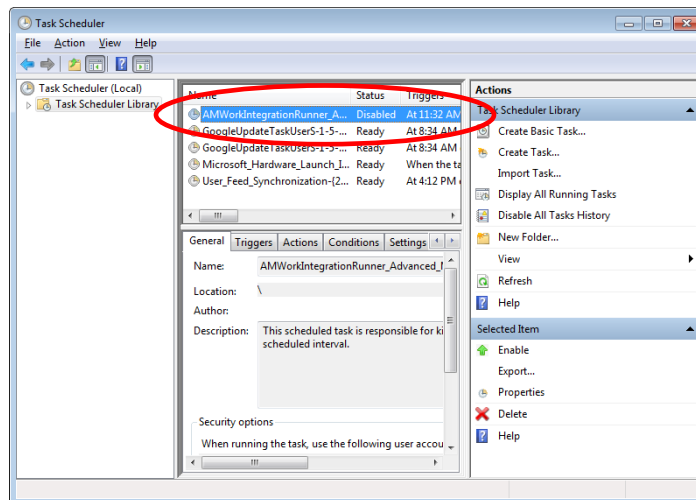
Using the Windows Scheduler UI to Enable the Scheduled Task

- Navigate to **Start > Administrative Tools > Task Scheduler** and click on the **Task Scheduler Library**



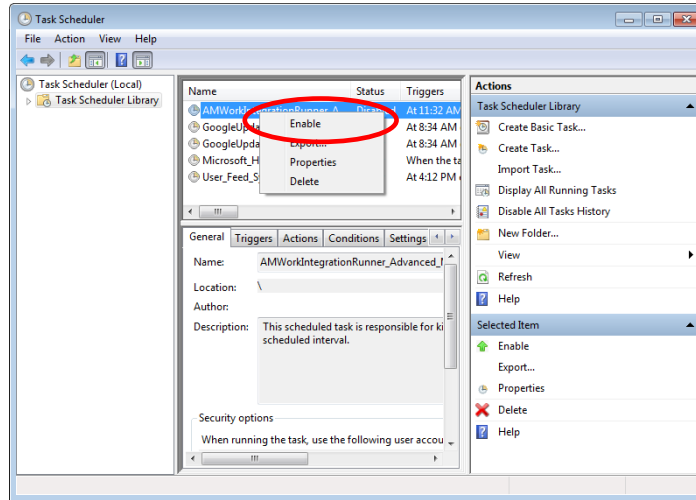
Expanding the Windows Task Object Tree

- Select the **Advanced Mobile Windows Task**



Selecting the AM Windows Task

➤ Right Click the **Advanced Mobile Windows Task** and select **Enable**

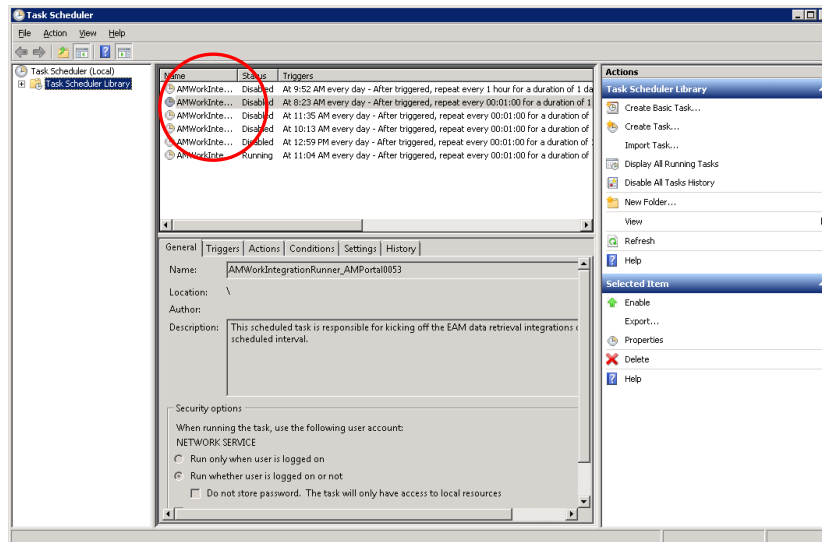


Enabling the AM Windows Task

NOTE: If this is an upgrade to the AM Portal, be certain to disable the old Windows Scheduler

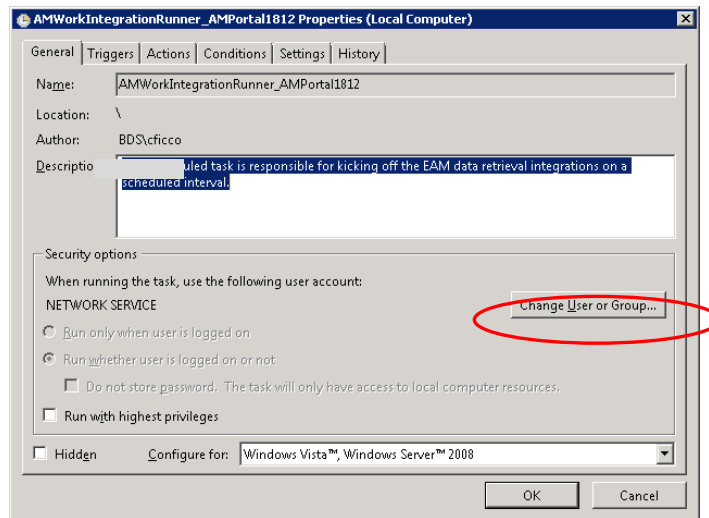
Change Scheduled Task to run as a Network Service

➤ Double-click on the desired **Scheduled Task**



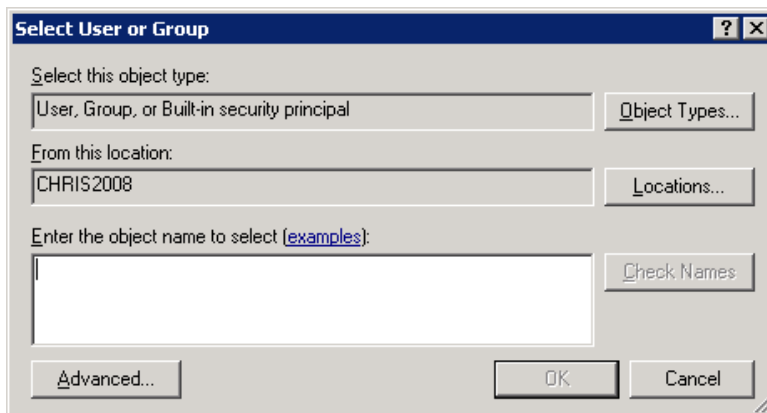
Windows Task Scheduler

➤ Click **Change User or Group...**



Change User Group

☞ Confirm or change it to a **Network Service** account



Change User Group

☞ Click **OK**

☞ Close the **Task Scheduler UI**

AM Portal Configuration & Administration

The Advanced Mobile Portal has a number of Installation Parameters that affect how the various applications interact and behave. It is **STRONGLY** recommended that these values only be altered by certified Blue Dot personnel.

Accessing the Installation Parameters

☞ To access these values, log in to the Advanced Mobile Portal

advanced™
MOBILE

Login to Advanced Mobile Administration Portal

Version 1.8.2.0

Welcome to Advanced Mobile

User Name

Password

Remember me

First time setup? [Login as the Setup Admin](#)

Advanced Mobile Portal Login

☞ Navigate to **Modules > Work Management**

advanced™
MOBILE

Home **Modules** Settings Installs Roles : Home

Advanced Mobile for EAM Modules

Enter a new license key:

<input checked="" type="checkbox"/>	Advanced Mobile GIS Add-On	1.8.2.0	768D-B4E3-3A8C-26FD-A804-C5E8-AC3B-A491	10 device license(s)
<input checked="" type="checkbox"/>	E-Signature Support	1.8.2.0	720A-AA05-EC53-3E42-1C32-A6AE-9C97-627B	10 device license(s)
<input checked="" type="checkbox"/>	Inspections	1.8.2.0	C6AB-B4FC-B835-57CE-1495-7252-B754-C4A7	10 device license(s)
<input checked="" type="checkbox"/>	Inventory Management	1.8.2.0	8422-8E94-FF29-23C5-049D-1AA6-D165-389E	10 device license(s)
<input checked="" type="checkbox"/>	Work Order Management	1.8.2.0	E470-608E-7B56-CFC8-CFB7-7766-3FE4-B4B7	10 device license(s)
<input checked="" type="checkbox"/>	Work Order Management & Inspections	1.8.2.0	DFEB-1928-252F-1411-5472-F602-1E1C-EDF3	10 device license(s)

Installed modules: 6
Licensed modules: 6
[Purchase additional modules](#)

Advanced Mobile for EAM Administration Portal 1.8.2.0

Advanced Mobile Home Page

☞ **Select Install Parameters**

The screenshot shows the 'Advanced MOBILE' interface. The top navigation bar includes 'Home', 'Modules', 'Settings', 'Installs', and 'Roles'. The main content area is titled 'Work Order Management Configuration and Administration'. A sub-menu at the top of this section includes 'Configuration', 'Quarantine', 'Install Parameters' (which is circled in red), and 'Standard Comments'. Below this, there are sections for 'Configure Organizations', 'Configure Data Filter', and 'Configure Integrations'. A table lists various system components with columns for 'Select All', 'Description', 'Grid/Function', 'Table', 'Records', 'Tombstones', 'Interval (Min)', 'Running', 'Last Sync', 'Anchor', and 'Status'.

Select All	Description:	Grid/Function:	Table:	Records:	Tombstones:	Interval (Min):	Running:	Last Sync:	Anchor:	Status:
<input type="checkbox"/>	Action Codes	WUACCO/WUACCO	ActionCode	2	0	30	False	4/4/2013 12:02:46 PM		Success
<input type="checkbox"/>	Cause Codes	WUCAUS/WUCAUS	CauseCode	2	0	30	False	4/4/2013 12:02:48 PM		Success
<input type="checkbox"/>	Custom Field Associations	WUCFAS/WUCFAS	CustomFieldAssociation	1015	0	60	False	4/4/2013 12:02:49 PM		Success
<input type="checkbox"/>	Custom Field Lookups	WUPRVA/WUPRVA	CustomFieldLookup	1924	0	60	False	4/4/2013 12:02:50 PM		Success
<input type="checkbox"/>	Custom Field Values	WUPRVA/WUPRVA	CustomFieldValue	6229	0	1	False	4/4/2013 12:25:49 PM		Success
<input type="checkbox"/>	Employees	WUEMPS/WUEMPS	Employee	7	0	30	False	4/4/2013 12:02:51 PM		Success
<input type="checkbox"/>	Equipment	OUBJE/OUBJE	Equipment	1501	0	30	False	4/4/2013 12:02:52 PM		Success
<input type="checkbox"/>	Equipment Comments	WUCOM4/WUCOM4	Comment	29	5	1	False	4/4/2013 12:25:57 PM		Success

Advanced Mobile Work Management Home Page

☞ **Review all Installation Parameters and modify as necessary**

The screenshot shows the 'Advanced MOBILE' interface with the 'Install Parameters' tab selected. A table lists various system parameters with columns for 'Parameter Id', 'Value', and 'Description'. The table is circled in red.

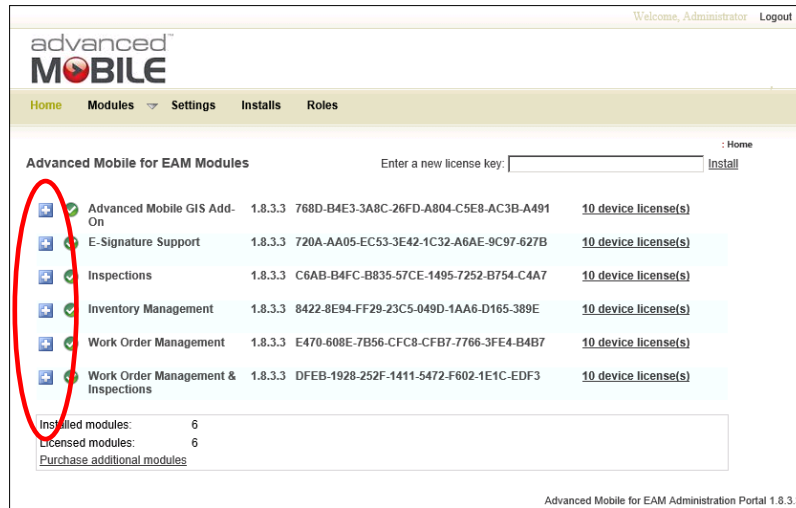
Parameter Id	Value	Description
@OVCFLTR	@EmployeeId	DO NOT MODIFY - Set by the Sync Configuration Page for Device Data F
AllowEquipmentChange	False	When true enables changing the equipment on a work order
AMAutoApproveInspections	True	True to update route status and approve inspection results when work order
AMAutoShowFinding	True	True to automatically show the findings screen when an invalid inspection
AMDeviceCompleteStatus	FC,C,Q	Comma-separated list of status code(s) which will cause a work order to be
AMInspectionWOTypes	INSP	Comma-separated list of Job Types that are used for inspection work orde
AnchorSetbackMinutes	5	When running integrations, set the anchor back by this number of minutes
AreaDefaultGroup	Aspect	The default grouping on the inspection area summary screen (Aspect or E)
AssignWOUUserGroups	RS	Defines the list of user groups allowed to reassign work orders
AutoDownloadDocuments	False	When True, automatically download work order documents to each device
AutoDownloadFindDocuments	False	When True, automatically download work order documents marked 'Print v
CameraApplicationPath	C:\Windows\System32\mpant.exe	File system path for the camera application.

Advanced Mobile Work Management Installation Parameters

NOTE: Please see the section below for a description of all Parameters

Device License Management

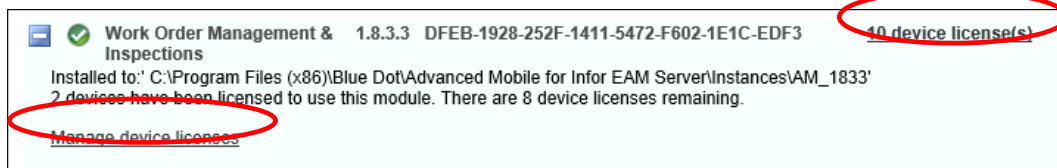
☞ For detailed information about the license and expose two additional license management options, click the  icon



Exposing License Key Details

☞ To manage your devices licenses, click **Manage device licenses** or **# device license(s)** link

- Device Id
- Display Name



Device Management Links

☞ Click the **Device ID** checkbox to select and manage all devices



advanced MOBILE

Welcome, Administrator Logout

Home Modules Settings Installs Roles

Manage device licenses for: Work Order Management & Ir

Device Id	Display Name	Licensed
<input type="checkbox"/>	50006f00-6300-6b00-6500-7400500043000000...	50006f00-6300-6b00-6500-7400500043000000... <input checked="" type="checkbox"/>
<input type="checkbox"/>	e980c74e-65bf-4709-85d8-253413cb6cce	e980c74e-65bf-4709-85d8-253413cb6cce <input checked="" type="checkbox"/>

License Remove License

Total number of devices: 2
Number of licensed devices: 2
Number of licenses: 10
Number of licenses remaining: 8
[Buy more licenses](#)

Advanced Mobile for EAM Administration Portal 1.8.3.3

Select Key for Management

☞ Check one or more individual device **checkboxes** to manage specific devices

advanced MOBILE

Welcome, Administrator Logout

Home Modules Settings Installs Roles

Manage device licenses for: Work Order Management & Ir

Device Id	Display Name	Licensed
<input checked="" type="checkbox"/>	50006f00-6300-6b00-6500-7400500043000000...	50006f00-6300-6b00-6500-7400500043000000... <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	e980c74e-65bf-4709-85d8-253413cb6cce	e980c74e-65bf-4709-85d8-253413cb6cce <input checked="" type="checkbox"/>

License Remove License

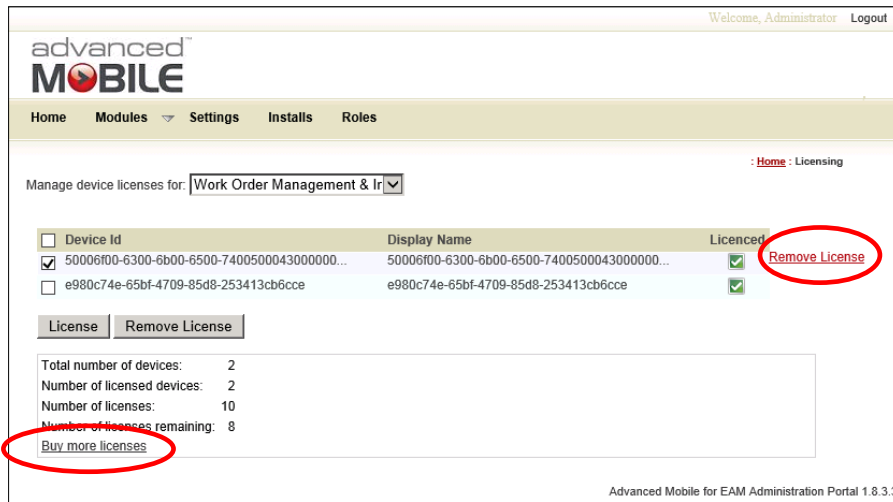
Total number of devices: 2
Number of licensed devices: 2
Number of licenses: 10
Number of licenses remaining: 8
[Buy more licenses](#)

Advanced Mobile for EAM Administration Portal 1.8.3.3

License Key Management Links

☞ Click the **License** or the **Remove License** buttons to manage devices selected

☞ Hover over individual device **checkboxes** to bring up the **Remove License** link

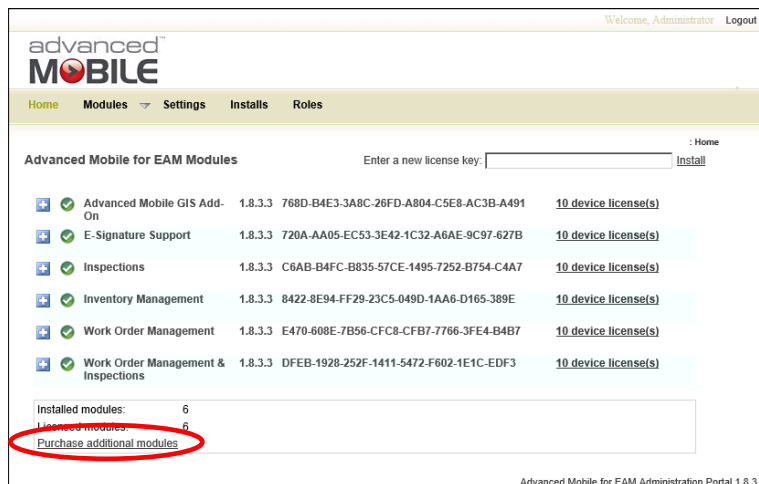


Buy or Remove License Key Management Links

☞ Click on the **Buy more licenses** link to be taken to the Blue Dot Solutions website to request more licenses

Module Management

☞ Click a **Modules** menu item link or the **Manage this module** to work with the desired module



Licensed Module Management

Installs

AM can be configured with .CAB files before deploying them to the devices. When executed on a device the .CAB file will install the Advanced Mobile application.

Configuring an Advanced Mobile .CAB

Installs displays a dropdown for any installed Advanced Mobile applications and several distributable dependencies. Only Advanced Mobile applications can be configured.

☞ Click on the **Load Configuration File** link to add a new CAB file to the system

Advanced Mobile Install Configuration

AdvMobileEam_Maps4Apps_AddOn_1.8.3.3 Load Configuration File

http://localhost/mnow/ApplicationManagement.svc Deploy to Command Center

Key	Value

Downloads Save

AdvMobileEam_Maps4Apps_AddOn_1.8.3.3.msi
 AdvMobileEamInspect_1.8.3.3.cab
 AdvMobileEamInspect_1.8.3.3.msi
 AdvMobileEamInventory_1.8.3.3.cab
 AdvMobileEamWork_1.8.3.3.cab
 AdvMobileEamWork_1.8.3.3.msi
 AdvMobileEamWorkInspect_1.8.3.3.cab
 AdvMobileEamWorkInspect_1.8.3.3.msi
 NETCFv35.Messages.EN.wm.cab
 NETCFv35.wm.armv4i.cab
 sqlce_dev_ENU_ppc_wce5_armv4i.CAB
 sqlce_ppc_wce5_armv4i.CAB

Installs – Default Main Screen

NOTE: The most common settings to change will end in URL. These settings indicate the URL for required Advanced Mobile services.

Be sure to validate these URLs are accessible from your devices prior to configuring .CAB file.

Advanced Mobile Install Configuration

AdvMobileEamInspect_1.4.0.19.cab

http://localhost/mnow/ApplicationManagement.svc

Key	Value
LoggingEnabled	<input type="text" value="True"/>
SqlLoggingEnabled	<input type="text" value="True"/>
LogFile	<input type="text" value="LogFile.txt"/>
LocalDatabasePath	<input type="text" value="AMWOM.sdf"/>
SearchRecordLimit	<input type="text" value="50"/>
EntityProviderUrl	<input type="text" value="http://eamsaleinteg.bluedotsolutions.com/AdvMobileEamWork/EntityProviderService.svc"/>
SyncProviderUrl	<input type="text" value="http://eamsaleinteg.bluedotsolutions.com/AdvMobileEamWork/WebSyncService.asmx"/>
SnapshotProviderUrl	<input type="text" value="http://eamsaleinteg.bluedotsolutions.com/AdvMobileEamWork/SyncService.svc"/>
UseCommManager	<input type="text" value="False"/>

Advanced Mobile Portal – Installs

- Click **Save** to ensure all settings are saved

Deploying an Advanced Mobile .CAB

After a .CAB file has been configured it is ready to be deployed to the **Command Center**.

- Click **Deploy to Command Center** to make the files available in **Command Center** for deployment to devices

Configuration Values

EAM Interface Permissions

- This is set up and configured on the EAM server

Interface Permission	Query	Insert	Update	Delete	Notes
BECOMM	X	X	X		Comments
BEDOCA	X	X	X		Document Attachments
BEDOCU	X	X	X		Documents
BEGDOC	X				Various Grid Data Operations
BEGDON	X				Various Grid Data Operations

BEGHDA	X			Various Grid Data Operations
BEINST	X			Required for Inventory
BEUSER	X			User Login
OEMETE	X	X		Meter Readings
OEOBJA	X	X	X	Asset UDF/CF Updates
OEOBJL	X	X	X	Location UDF/CF Updates
OEOBJP	X	X	X	Position UDF/CF Updates
OEOBJS	X	X	X	System UDF/CF Updates
SEISSU	X	X		Parts Issues / Returns
WEBOOK	X	X		Labor Booking
WEJOBS	X	X	X	Work Order Updates
WEMTRR	X	X		Meter Readings
WEPART	X	X		Parts Issues / Returns

Inventory Configuration Values

The values for the inventory configuration are contained in the configuration file (BlueDot.Eam.Inventory.Mobile.exe.config) in the folder on the device where the inventory application is installed.

Install Parameter	Description
Organization	Default organization for users.
PreambleCharacter	Sets the character that the application expects to receive from a scanner as a preamble for text input.
EnforcePreamble	If true, application only allows text entry if the PreambleCharacter exists in the text.
IdleTimeout	Number of seconds before the application will lock because of inactivity (1800 = 30 minutes).
CycleCountIdentifier	Naming convention for InventoryTransactions that identifies them

	as cycle counts. Any Inventory with this in its name will be treated as a Cycle Count.
AllowCycleCountApproval	Controls whether the user will have the option to approve a cycle count in the application.
DiscrepancyApproval	Controls whether the user will have the option to manually approve an inventory.
RequireIdForStoreIssue	Controls whether the application will require the entry of an employee ID for a store-to-store issue.
RequireUserForInspection	Controls whether the application will require the entry of an employee ID for a PO Receipt line part inspection.
DefaultPoBin	The default bin to use for PO receipt lines.
DisableBarcodePrint	Controls whether barcode printing functionality will be available in the application.
AutoSelectDefaultOrg	If true, bypass the Select Org screen, and automatically select the user's default org (even if multiple orgs are present). If false, show the select org screen after login, and allow the user to choose an org.
DisableBinToBinTransfer	Controls whether bin to bin transfer functionality will be available in the application.
DefaultPOReceiptLinePart	Controls whether the scanned part and scanned bin for a PO Receipt Line are defaulted from the current part and bin without requiring user to re-enter the values.
DisableAddPartToPhysicalInv	Controls whether adding a new line from within physical inventory cycle count is allowed.

Roles

The Roles functionality allows the user to set permissions available to users created in the AM Portal

Welcome, Administrator Logout

advanced MOBILE

Home Modules Settings Installs Roles

: Roles

EAM Groups	Configuration	Installs	License	Install Parameters	Quarantine	Roles	Settings	Standard Comments	
Set as Default	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
R5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

Save Cancel

Advanced Mobile for EAM Administration Portal 1.8.3.3

AM Portal Roles

- ☞ The Administrator role cannot be removed and is always available
- ☞ The User created during the initial Settings process will be listed here, and this user's permissions can be modified to prevent standard Portal Administrators from negatively affecting the overall system configuration while still managing the AM Portal itself for daily business operations
- ☞ It is recommended that the standard AM Portal Administrator (indicated here as R5) should be provided access only to
 - Installs
 - License
 - Installation Parameters
 - Quarantine
 - Standard Comments

☞ Select the “Default” values to define which permissions new users will have by default

Welcome, Administrator Logout

advanced MOBILE

Home Modules Settings Installs Roles

: Roles

EAM Groups	Configuration	Installs	License	Install Parameters	Quarantine	Roles	Settings	Standard Comments	
Set as Default	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
R5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

Save Cancel

Advanced Mobile for EAM Administration Portal 1.8.3.3

AM Portal Roles

Troubleshooting

Confirm Database Setup

1. Open SQL Server Management Studio
2. Connect to the Database with appropriate credentials that have the ability to review and alter permissions as necessary
3. Change database logging to be 'simple'
4. Confirm the database and user were setup appropriately
5. Check the login properties of the Advanced Mobile Domain Service account to ensure user has 'Public' and 'Owner' permissions on the following databases:
 - BDSI_AM_CORE
 - BDSI_AM_INVENTORY
 - BDSI_AM_WOM

Install / Register IIS 2.0

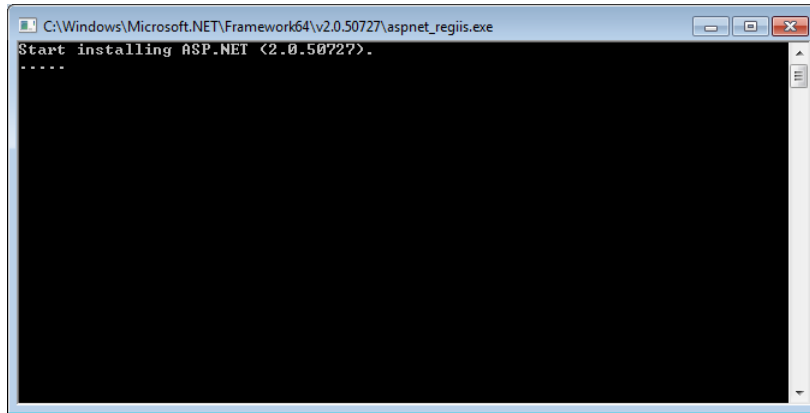
☞ Run a Command Prompt as an Administrator

☞ Type in:

```
C:\Windows\Microsoft.NET\Framework64\v2.0.50727\aspnet_regiis -i
```

☞ Hit **Enter**

☞ Wait for the installation to complete

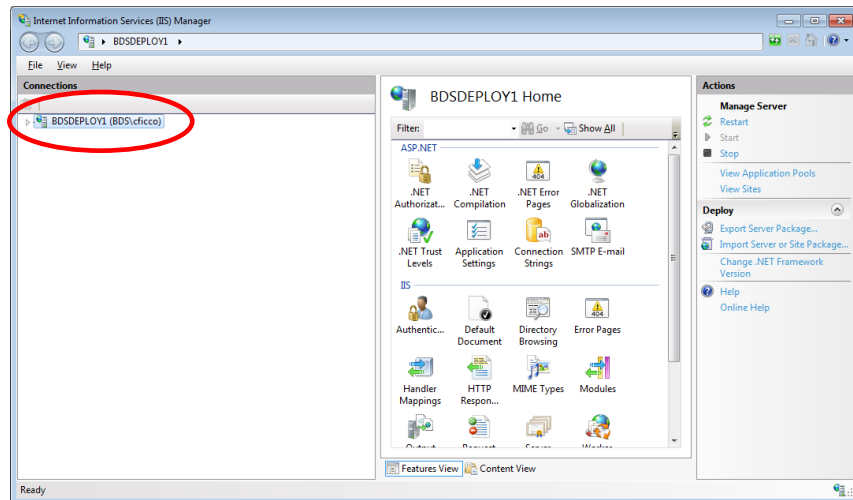


ASP.NET 2.0 Installation / Registration

☞ The command prompt will disappear when the process is complete

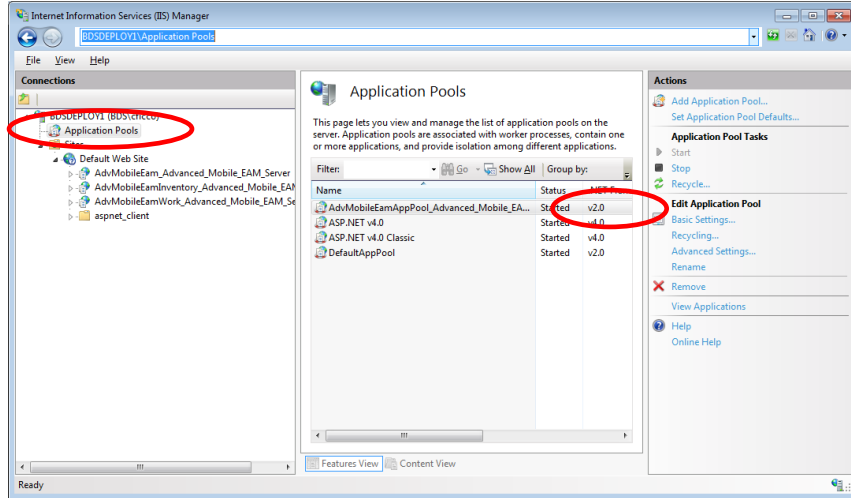
Confirming IIS Configuration

☞ Leave the **Advanced Mobile Server Config Tool** open, navigate to **Windows Administrative Tools** and open **IIS (Internet Information Services) Manager**



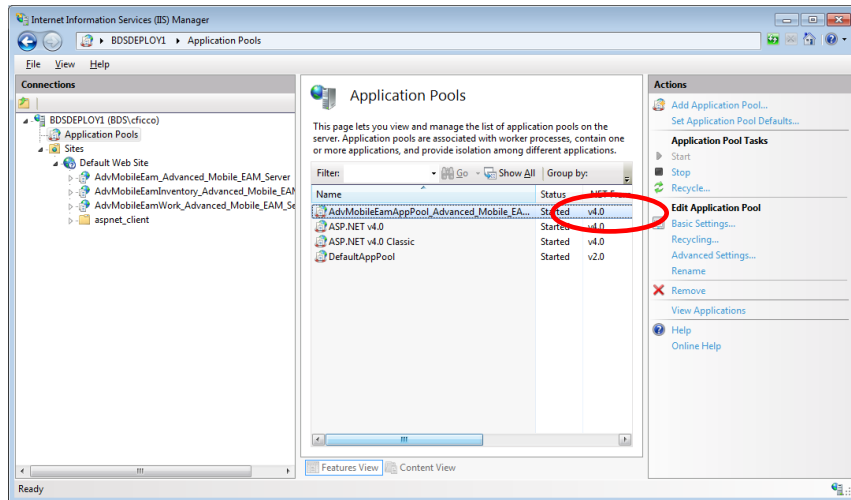
IIS Manager

- Expand the **Connections** tree and then select **Application Pools**



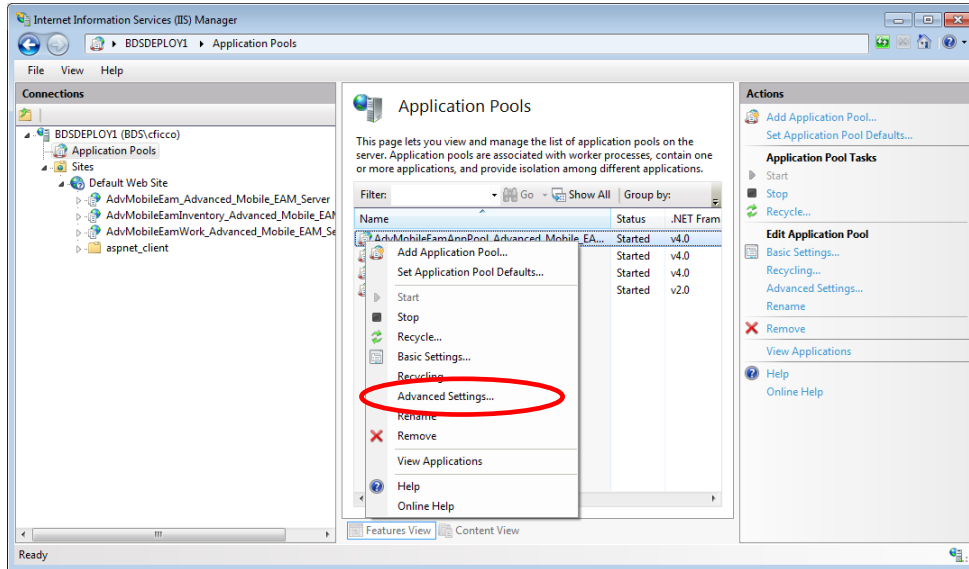
Expanding the IIS Application Pools Object Tree

- If the **Application Pool .NET Framework Version** is 2.0, skip to the next trouble-shooting option
- If the Application Pool .NET Framework Version is **NOT 2.0**, right-click the **Advanced Mobile-created Application Pool**



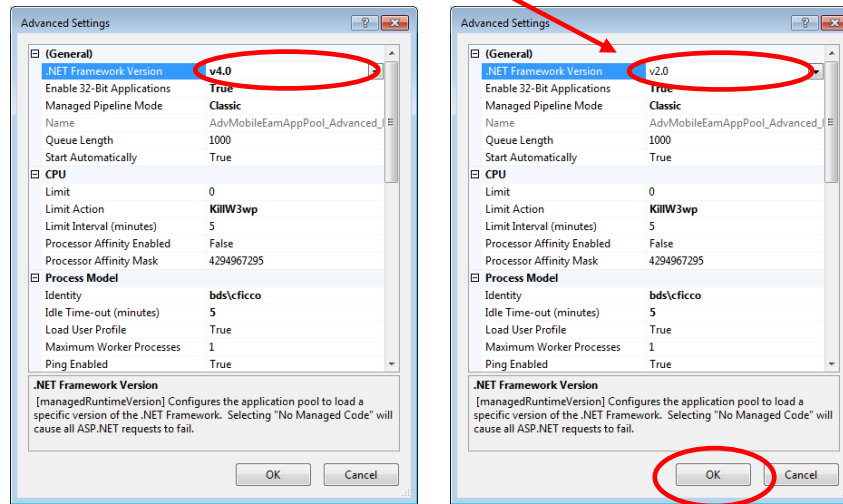
Checking the IIS Application Pool Framework Version

☞ From the menu select **Advanced Settings**



IIS Application Pool Options Menu

☞ In the Advanced Options, click in the version field and change the framework version from whatever it is to **2.0**

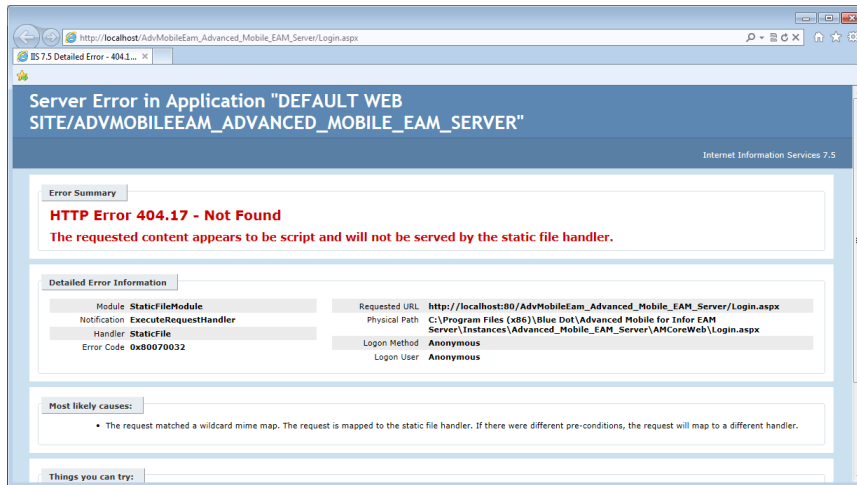


Application Pool.NET Framework Version 2.0

Click **OK**

Server Error in Application “Default Web”

- ☞ This error usually indicates that the Application Pool in IIS is not configured properly



Server Error in Application “Default Web” Error Message

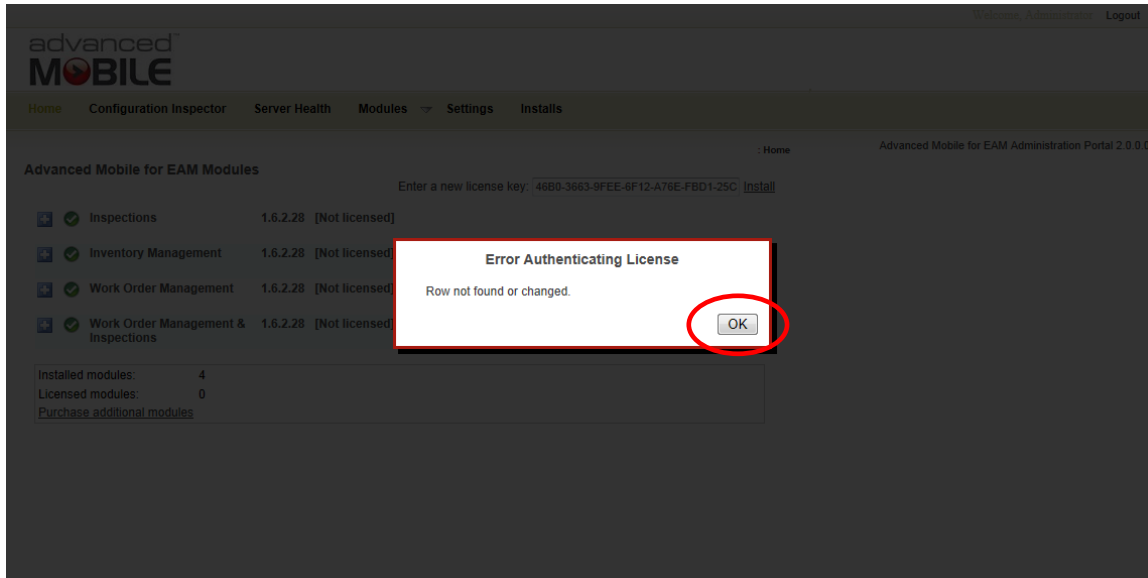
- ☞ Please review **Confirming IIS Configuration** on page **121** for how to configure your Application Pool(s)

Error Installing Valid Licenses

- ☞ If you see any error message when installing a key after you have already installed a valid key successfully, click **OK**
- ☞ Refresh the page and see if the **Key** appears in the list
- ☞ If it does, continue with the next key
- ☞ If it does not, close the browser
- ☞ Perform an IISRESET on the Admin Portal Server
- ☞ Open the browser and install the license key again
- ☞ If the key continues to prompt an error, contact Blue Dot Support to escalate your technical issue

Error Authenticating License

☞ If you see the following message, click **OK**

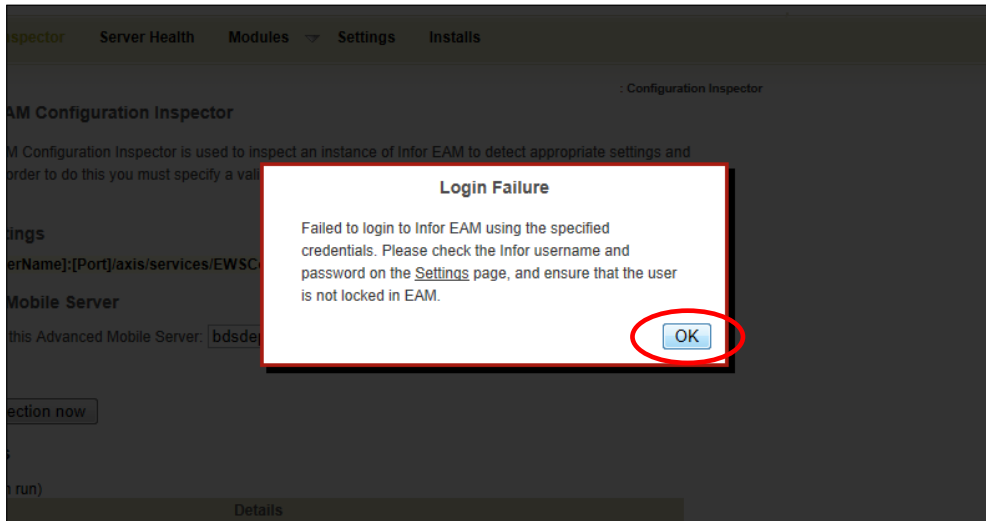


Key Installation Authentication Error

- ☞ Refresh the page and see if the **Key** appears in the list
- ☞ If not, confirm that all three databases have been installed including the CORE, WOM and INVENTORY databases
- ☞ Install any missing databases
- ☞ Refresh the page and, if the key does not appear, attempt to reinstall the key
- ☞ If the key still does not appear, contact Blue Dot Support to escalate your technical issue

Configuration Setting Login Failure

- ☞ If you receive the following error when attempting to use the **Run configuration inspection now** button, the most common cause is that your login credentials have not been configured or configured incorrectly



Configuration Inspector Main View

- ☞ Click **OK**
- ☞ Review the **General Settings** section on page **73** for how to properly configure your Settings and confirm all values
- ☞ If there are no corrections to be made, contact your System Administrator to confirm that the User(s) identified are valid and not locked out
- ☞ If the User(s) are valid and not locked out, contact Blue Dot Support to escalate your technical issue

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